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

A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		252.76	$31.00
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]MISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	2		116.88	$93.01
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		252.76	$93.01
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	[redacted]MISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	[redacted]MISS	1	X	6921.31	$279.02
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	2		116.88	$279.02
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]MISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		252.76	$124.01

RO Narratives

(RO) Customer Concern:

DTC [MIL IS ON - [redacted] IS IN LIMP AND BANGS FROM PARK INTO [redacted]. 4X4 UNAVIL. TOW HAUL UNAVAIL. MORE INFO ON NOTE ON CENTER CONSOLE IF NEEDED.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

[redacted] CHECK [redacted], FLUID FULL. TEST DRIVE.VEHICLE WILL NOT MOVE IN DRIVE, HAS NO [redacted] IN DRIVE OR MANUAL LOW. ONLY HAS REVERSEGEAR, CHECK CODES. P0731 [redacted]. CLEAR CODES.CHECK FOR SOFTWARE UP DATES. FOUND SOFTWAREUP DATE FOR [redacted] SHIFT IMPROVEMENTS. FLASHTCM WITH NEW SOFTWARE PER TSB. 2 [redacted] REV.A. Successfully flashed TCM from old partnumber [redacted] to current part number68541283AB. FLASH PCM WITH NEW SOFTWARE PERTSB [redacted] FOE [redacted] SHIFT IMPROVEMENTS.Successfully flashed PCM from old part number52421232AG to current part number [redacted] QUICK LEARN, WILL NOT TAKE. VEHICLEWILL STILL NOT MOVE IN DRIVE. R&I [redacted] PAN,CHECK FOR DEBRIS. HAS LIGHT METAL DEBRIS INPAN. TAKE PHOTOS AND SEND TO POWER TRAIN FOR [redacted] REPLACEMENT APPROVAL. POWER [redacted] APPROVED [redacted] REPLACEMENT. R&R AS69RC 4X4 [redacted] WITH [redacted] PROP SHAFT, SKID PLATE

ANDDEF. R&I DEF ASSEMBLY AND T-CASE. REPLACETRANS WITH MOPAR [redacted] TRANS, REPLACE COOLERAND BYPASS VALVE. FILL WITH NEW FLUID.PERFORM QUICK LEARN. TEST DRIVE. TRANSSHIFTING NORMAL ALL WORKING WITHIN SPEC S.LOP [redacted] Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Replace - automatic 4x4/AWD equipped Transmission, Replace - automatic Skid plate equipped Transmission, Replace - automatic [redacted] shaft equipped Lines, transmission and torque converter oil cooler [redacted] or [redacted] - Semi-Skilled) Oil cooler, external / auxiliary Cooler (2 - Skilled) ADMINISTRATIVE Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine ([redacted] Skille Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) - Reprogram (Aisin Transmissio

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] IS ON - TRANS IS IN LIMP AND BANGS FROM PARK INTO [redacted] UNAVIL. T OW HAUL UNAVAIL.

(Claim) Cause:

CHECK TRANS, FLUID FULL. TEST DRIVE. VEHICLE WILL NOT MOVE IN DRIVE, HAS NO 1 ST GEAR IN DRIVE OR MANUAL LOW. ONLY HAS REVERSE GEAR, CHECK CODES. P0731 [redacted]. CLEAR CODES. CHECK FOR SOFTWARE UP DATES. FOUND SOFTWARE UP DATE FOR TRAN S SHIFT IMPROVEMENTS. FLASH TCM WITH NEW SOFTWARE PER TSB. 21-030-22 REV. A. SUCCESSFULLY FLASHED TCM FROM OLD PART NUMBER 68541283AA TO CURRENT PART NUMB ER [redacted]. FLASH PCM WITH NEW SOFTWARE PER TSB. 18-005-23 FOE TRANS SHIFT IMPROVEMENTS. SUCCESSFULLY FLASHED PCM FROM OLD PART NUMBE [redacted] TO CU RRENT PART NUMBE [redacted]. PERFORM QUICK LEARN, WILL NOT TAKE. VEHICLE WI LL STILL NOT MOVE IN DRIVE. R&I TRANS PAN, CHECK FOR DEBRIS. HAS LIGHT METAL DEBRIS IN PAN. TAKE PHOTOS AND SEND TO POWER TRAIN FOR TRANS REPLACEMENT APPR OVAL. POWER TRANS APPROVED TRANS REPLACEMENT.

(Claim) Correction:

R&R AS69RC 4X4 TRANS WITH [redacted] PROP SHAFT, SKID PLATE AND DEF. R&I DEF AS SEMBLY AND T-CASE. REPLACE TRANS WITH MOPAR [redacted] TRANS, REPLACE COOLER AND B YPASS VALVE. FILL WITH NEW FLUID. PERFORM QUICK LEARN. TEST DRIVE. TRANS SHIF TING NORMAL ALL WORKING WITHIN SPEC S.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]		**Name**	[redacted]	**Zone**	[redacted]
Address	10905 S AUTO MALL DRIVE , SANDY, UT 84070				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
B	[redacted]	Module, Engine Control ([redacted]) ; Module, Engine Control ([redacted]) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - 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:

MIL IS ON - TRANS IS IN LIMP AND BANGS FROM PARK INTO [redacted] UNAVIL. T OW HAUL UNAVAIL.

(Claim) Cause:

CHECK TRANS, FLUID FULL. TEST DRIVE. VEHICLE WILL NOT MOVE IN DRIVE, HAS NO 1 ST GEAR IN DRIVE OR MANUAL LOW. ONLY HAS REVERSE GEAR, CHECK CODES. P0731 [redacted]. CLEAR CODES. CHECK FOR SOFTWARE UP DATES. FOUND SOFTWARE UP DATE FOR TRAN S SHIFT IMPROVEMENTS.

(Claim) Correction:

FLASH TCM WITH NEW SOFTWARE PER TSB. 21-030[redacted] REV. A. SUCCESSFULLY FLASHED T CM FROM OLD PART NUMBER [redacted] TO CURRENT PART NUMBER 68541283AB. FLASH P CM WITH NEW SOFTWARE PER TSB. 18-005-23 FOE TRANS

SHIFT IMPROVEMENTS. SUCCES SFULLY FLASHED PCM FROM OLD PART NUMBE[redacted]421232AG TO CURRENT PART NUMBER [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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]

Condition Information

Condition			***Failure***	***Failure Desc***	***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Pan, Oil - Related Repairs ; [redacted]			[redacted]	WIRING	1		394.46	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted]			[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	[redacted] - Related Repairs [redacted]			05189966AD	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted]			05189966AD	FLUID AFT	[redacted]			
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		394.46	[redacted]
A	[redacted]5	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		44.88	[redacted]
A	[redacted]5	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			05189966AD	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]5	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			05189966AD	FLUID AFT	3		39.60	[redacted]
A	[redacted]	[redacted]or ; Input Sensor - [redacted] Transmission [redacted] Replace (3 - Highly Skilled)		CHECK [redacted] /SERVICE SO	[redacted]	WIRING	1		394.46	[redacted]
A	[redacted]	[redacted]or ; Input Sensor - [redacted] Transmission [redacted] Replace (3 - Highly Skilled)		CHECK [redacted] /SERVICE SO	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	[redacted]or ; Input Sensor - [redacted] Transmission [redacted] Replace (3 - Highly Skilled)		CHECK [redacted] /SERVICE SO	[redacted]	GASKET	[redacted]			
A	[redacted]	[redacted] Replace (3 - Highly Skilled)		CHECK [redacted] /SERVICE SO [redacted]	[redacted]	FLUID AFT	[redacted]			[redacted]

A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[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]	FLUID AFT	[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 IN LIMP MODE

(Claim) Cause:

FOUND CODE FOR OUTPUT SHAFT SENSOR CIRCUIT. CLEARED DTC AND TEST DROVE. [redacted] RETURNED. CHECKED PIN FIT AT SPEED SENSOR AND CHECKED PIN FIT AT [redacted] FOR [redacted] AND [redacted]. [redacted] CHECKED GOOD FOR SHORTS. SERVICE I NFORMATION STATES TO REPLACE INPUT SPEED SENSOR AND INTERNAL HARNESS

(Claim) Correction:

REPLACED INPUT SPEED SENSOR AND INTERNAL HARNESS.

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	10807 IH 10 W , SAN ANTONIO, TX 78230		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	[redacted]	FLUID HIGH OR LOW	6[redacted]	FLUID	2	X	73.72	[redacted]

RO Narratives

(RO) Customer Concern:

FLEET DETAIL - FINAL WASH, VACUUM, CLEAN WINDOWS, WIPE INTERIOR. / SOLD B-LINK PER CARLOS M. FOR FRI [redacted] DELIVERY / CANNOT PERFORM STATE INSPECTION ON INCOMPLETE VEHICLE / [redacted] COMPLETE[redacted] / NOOPEN RECALLS OR RRTS AT TIME OF DELIVERY / [redacted] SEAL INV[redacted] DEF LABOR INTERNAL DEF FLUID WARRANTY - OP COD[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 COD[redacted] ONLY BE USED ONCEFOR THE DEF FILL/TOPOFF PRIOR TO DELIVERY.

(RO) Correction:

FLEET DETAIL - FINAL WASH, VACUUM, CLEAN WINDOWS, WIPE INTERIOR. [redacted] SEAL/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] - [redacted] 3500 [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	[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]	**Zone**	[redacted]
Address	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162				

Condition Information

Condition [redacted]		[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	85900040	[redacted] Ready ; Basic	NU	NEW VEHICLE PREP						[redacted]
A	[redacted] R	Road Ready ; Road Test								
A	[redacted]	Road Ready diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) 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	[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***		***Zone***	[redacted] ORLANDO
Address	, ,				

Condition Information

Condition [redacted]	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted] R	Road Ready ; Road Test								
A	[redacted]	Road Ready ; [redacted] 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

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X2
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] JEEP OF PLACENTIA	**Zone**	71 [redacted]
Address	777 WEST ORANGETHORPE AVE , PLACENTIA, CA 92870				

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
[redacted]	R	Road Ready ; Road Test								
[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

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	LIMITED CREW CAB	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	[redacted]	[redacted]	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Road Ready ; Basic Prep	[redacted]	[redacted]						[redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								$43.28
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

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	***et***	[redacted]	***rt***	[redacted]00	***Total Paid***	[redacted]

Dealer Information

[redacted]	***Name***	DAVE SMITH MOTORS	[redacted] PHOENIX
Address	210 NORTH DIVISION , KELLOGG, ID 83837		

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted]					
					Number	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A		Road Ready ; Road Test								
[redacted]		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	[redacted]	***Year***	[redacted]	***Body***	[redacted]	[redacted]	[redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	[redacted]	[redacted]	[redacted]	[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***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	66
Address	, ,				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares -	[redacted]							
A	[redacted] R	Road Ready ; Road Test								
A	[redacted]	Road Ready ; diesel equipp[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	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	11550 LBJ FWY , [redacted], TX 75238

Condition Information

Condition [redacted]	***Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	[redacted] Interval - [redacted] To be used every [redacted] Intervals	MC	MAINTENANCE CARE						[redacted]
[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[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**	$8,410.82	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] CHRYSLER JEEP DODGE			**Zone**	70 [redacted]
Address	726 ROOSEVELT AVE , [redacted] , WA 98022						

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	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		136.71	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	[redacted]			
[redacted] 2		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		136.71	$33.38
[redacted] 6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted] 6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	$133.52
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	2		136.71	$133.52

RO Narratives

(RO) Customer Concern:
AUTOMATIC TRANSMISSION

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON AND VEHICLE IN LIMP MODE

(Claim) Cause:

CONFORMED, VEHICLE WILL NOW NOT MOVE FORWARD ONLY REVERSE [redacted] GEAR [redacted] INCORRECT RATIO/CONTACTED STAR ADVISED REPLACED TRANS/PERFORMED DI

(Claim) Correction:

REPLACED TRANS/FILLED WITH FLUID/TEST DROVE

Warranty Claim Report

Vehicle Information

[redacted]	[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]	[redacted]rt	[redacted]00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	71 [redacted]
Address	1100 SOUTH E STREET , SAN BERNARDINO, CA 92408				

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Seal or Retainer / Rear main oil ; Retainer - [redacted] diesel - automatic		[redacted] LEAK	[redacted]	[redacted]	1	X	[redacted]	
A	09257562	Seal or Retainer / Rear main oil ; [redacted] Propeller Shaft			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Seal or Retainer / Rear main oil ; [redacted] equipped 2500-3500 pick-up only			[redacted]	[redacted]	1	X	[redacted]	
B	08080111	Battery ; [redacted]	[redacted]	BATTERY FAILED TEST	[redacted]	SHIELD	2		79.84	$157.58
B	08080111	Battery ; Both batteries	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	2	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE IS LEAKING [redacted] PLEASE CHECK AND ADVISE CUSTOMER STATES BATTERY BLANKET IS COMING APART PLEASE CHECK AND ADVISE CUSTOMER STATES HA[redacted]G TO JUMP VEHICLE IN ORDER TO START 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] 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 MOS[redacted]S. 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, 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:

INSPECTED AND FOUND REAR MAIN SEAL LEAKING [redacted]. FOUND SEAL LIP WORN AND ALLOWING [redacted] TO LEAK PASS SEAL. SEAL FAILURE. INSPECTED AND FOUND BLANKETS ON [redacted] COMING APART. INSPECTED AND FOUND BATTERIES DEAD. TESTED BATTERIES WITH GR8 AND FOUND [redacted] BAD. PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS: [redacted] SET

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HAVING TO JUMP VEHICLE IN ORDER TO START PLEASE CHECK AND ADV CUSTOMER STATES VEHICLE IS LEAKING OIL PLEASE CHECK AND ADVISE ISE

(Claim) Cause:

INSPECTED AND FOUND REAR MAIN SEAL LEAKING OIL. FOUND SEAL LIP WORN AND ALLOW ING OIL TO LEAK PASS SEAL. SEAL FAILURE. INSPECTED AND FOUND BATTERIES DEAD. TESTED BATTERIES WITH GR8 AND FOUND [redacted] BAD.

(Claim) Correction:

R&R DEF TANK AND CROSSMEMBER, SKIDPLATE, PROP SHAFT, T-CASE AND TRANSMISSION. REPLACED SEAL AND REINSTALLED ALL PARTS. ROAD TESTED VEHICLE [redacted] AND RE REPLACE[redacted]. INSPECTED, NO LEAKS.

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	**Name**	[redacted]	JEEP DODGE RAM	**Zone**	6[redacted]	[redacted]
Address	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162						

Condition Information

Condition [redacted]	[redacted]	**Desc**	**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Road Test								([redacted])
[redacted]	[redacted]4	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

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] OF PLACENTIA	**Zone**	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]		**Desc**	**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted] R	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

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

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162				

Condition Information

Condition [redacted]	[redacted]	Desc [redacted]	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						([redacted]
A	[redacted] R	Road Ready ; Road Test								[redacted]
A	[redacted]	Road Ready ; 6.7 liter diesel equipped								($38.60)

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	([redacted]	***Sublet***	[redacted]	***Part***	[redacted]	***Total Paid***	([redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]
Address	, ,		

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						([redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								($36.11)
A	[redacted]R	Road Ready ; Road Test								([redacted]
A	[redacted]	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	[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]	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	[redacted]	[redacted]	***Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	[redacted]	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	[redacted]	FLUID [redacted] OR LOW	[redacted]	FLUID	[redacted]			

RO Narratives

(RO) Customer Concern:

Customer Request Pre Delivery Inspection INSTALL DEF

(RO) Cause:

Pre Delivery Inspection INSPECT VEHICLE

(RO) Correction:

Performed Pre Delivery Inspection INSTALLED 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] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	[redacted]	

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	[redacted] RAM	**Zone** [redacted]
Address	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
[redacted]	R	Road Ready ; 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

Warranty Claim Report

Vehicle Information

[redacted]	[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	[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] S PLANET DODGE	**Zone**	66	[redacted]	
Address	9975 N W 12TH STREET , MIAMI, FL 33172						

Condition Information

Condition [redacted]		Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	85900040	[redacted] Ready ; Basic	NU	NEW VEHICLE PREP						[redacted]
A	[redacted] R	Road Ready ; Road Test								
A	[redacted]	Road Ready diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [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**	$241.83	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Seat Belt, front retractor (outer) ; [redacted] Right or left	[redacted]	GROUNDED OR	5RL81TX7AC	BELT ASSY	1	X	241.83	[redacted]
[redacted]		Module, Transmission [redacted] ; Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights - Air bag light on [Customer States - PHOTOS OF WARNING LIGHTS ATTACHED] Automatic Transmission - Harsh shift [Customer States - WHEN STOPPING]

(RO) Cause:

F F

(RO) Correction:

[redacted] Perform DIAG Test, Had code [redacted] Driver Seatbelt Retractorpretensioner Deployment [redacted] CircuitShorted To Ground.. Perform Test Found DriverSeatbelt Retractor pretensioner To BeShorted.. Replace Driver Seatbelt Retractorpretensioner And retest Checks OK... Seat Belt, front retractor (outer) - Replace [redacted] Left (1- Semi-Skilled) SEATBELT, TIP [redacted] FRONT-Replace (C) [redacted] Test Drove Truck, Unable To ReproduceCustomer Concern.. Check And found TSB FlashPCM For Transmission Shifting Improvement..Flash PCM And Test Drove Checks OK... ADDITIONAL DIAGNOSTIC LABOR TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

HARSH SHIFT MIL ON

(Claim) Cause:

DIAG, SEAT BELT PRETENSIONER SHORT TO GROUND ROAD TEST VERIFY TSB APPLIES

(Claim) Correction:
FLASH [redacted] REPLACE SEAT BELT BUCKLE

Warranty Claim Report

Vehicle Information

[redacted]	[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	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**	HELFMAN DODGE INC	[redacted]	[redacted]
Address	7720 KATY FREEWAY , HOUSTON, TX 77024				

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	26860303	Maintenance Interval - [redacted]; To be used every [redacted] 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:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) (ROTATE [redacted])

(RO) Cause:

CR

(RO) Correction:

[redacted] FILTER TOPPED OFF FLUIDS ROTATED [redacted] TQ[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on g

(Claim) Cause:

CR

(Claim) Correction:

[redacted]D FILTER TOPPED OFF FLUIDS

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] LIMITED CREW CAB 4X4
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	$1,789.23	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	71
Address	[redacted]				

Condition Information

[redacted]		[redacted]		**Failure Desc**	**[redacted] Number**	**[redacted] Name**	**[redacted] Quantity**	**[redacted] Failed**	**[redacted] Expense**	**[redacted] Expense**
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	WIRING	1		421.64	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	FLUID AFT	9		126.99	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1		47.97	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	WIRING	1		421.64	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	9		126.99	[redacted]
A	[redacted]	Harness wiring ; [redacted] valve body [redacted]s - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Harness wiring ; [redacted] valve body [redacted]s - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Harness wiring ; [redacted] valve body [redacted]s - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		421.64	[redacted]
A	[redacted]	Harness wiring ; [redacted] valve body [redacted]s - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	9		126.99	[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]	GASKET	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	[redacted]
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	$113.00
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	6		[redacted]	
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	$678.02
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	6		23.90	[redacted]
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	$113.00
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	A/C [redacted], 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]
B	[redacted]	A/C [redacted], 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]	
B	85LOAN00	Loaner Car ; Loaner Car			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THERE IS AN ABS LIGHT ON. CHECK AND ADVISE PERFORM COURTESY VEHICLE INSPECTIONINCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____ RF____ LR____ RR____) CUSTOMER STATES THERE IS A CHECK ENGINE LIGHT ON, AND THE TRANS WONTSHIFT INTO GEAR. CHECK AND ADVISE AFTER VALVE BODY STILL HAS SAME TRANS CODES. CHECK AND ADVISE RENTAL HERTZ

(RO) Cause:

NA

(RO) Correction:

[redacted] FOUND THAT CEL IS ON AND VEHICLE NOTWANTING TO GO INTO DRIVE, HAD GEAR AXLE RATIOCODES AND CODE FOR RIGHT REAR WHEEL SPEEDSENSOR, FOUND THAT RIGHT REAR WHEEL HAD SOMEBALING WIRE AROUND AXLE, REMOVED BALLINGWIRE, CONFIRMED THAT RIGHT REAR WHEEL SPEEDIS READING PROPERLY AT THIS TIME, REC. DIAG.TRANSMISSION ISSUE BRAKES & RELATED REPAIRS PERFORM COURTESY VEHICLE INSPECTION INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____RF____ LR____ RR____) PERFORM COURTESY VEHICLE INSPECTION INCLUDES: VISUAL INSPECTION OF VEHICLE,TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____ RF____ LR____ RR____) [redacted] HAVE COD[redacted] [redacted]NCORRECT RATIO WIRES TEST OKAY NEEDS VALVEBODY REPLACED VALVE BODY AND HARNESS AS PERDIAG AND STILL HAVE CODE SAYS REPLACE TRANSAND [redacted] NEXT PAN REPAIRS TO AISIN O-Ring-Skid plate equipped vehicles HARNESS WIRING DIAGNOSIS OO TIME [redacted] DID [redacted] CASE AND THEY SAID TOREPLACE TRANS . REPLACED TRANS FILLED WITHFLUID TEST DROVE ALL OKAY REPLACE AUTOMATIC TRANSMISSION TRANSMISSION 4x4 Equipped Skid Plate Equipped LINES FOR TORQUE CONVERTOR A/C RECOVER AND RECHARGE WITH POWERTRAIN WORK MEMO LINE RENTAL MEMO LINE SUBLET REPAIRS

(RO) Technical Notes:

[redacted] [redacted] ORDERED PER [redacted] DELIVERED [redacted] FOR [redacted] PART [redacted]..... DELIVERY DATE STATES [redacted] THEREFORE GIVING THE TECH UNTIL [redacted] TO COMPLETE THE REPAIR ACCORDING TO THEREQUIREMENTS ON A LOANER SO THE LOANER DAYS DO NOT NEED TO BE ADJUSTED ALL THE WAY DOWN TO [redacted]. WHICH DON T EVEN KNOW HOW THAT WOULD MAKE SENSE, SINCE [redacted] CASE CLOSED [redacted] AND TRANS KIT ORDERED [redacted] SO BY THAT MATH, THAT IS STILL NOT EVEN [redacted] IN A RENTAL FROM [redacted]. HOWEVER CUSTOMER WAS IN [redacted]O [redacted] WHEN THE ADVISOR CALLED [redacted] NOTIFY THEM TO ADD NOTES IN FOR RENTAL AS IT WOULD TAKE A [redacted] TO DRIVE ALL THE WAY BACK TO [redacted] TO PICK UP VEHICLE WHICH OCCURRED ON 01/ [redacted] WHEN THE TECH CLOCKED ON FOR ANOTHER TEST DRIVE TO VERIFY WOULD[redacted]T AND RUN AGAIN, PRIOR TO CUSTOMER ARRIVING FOR PICK UP. SO IF I STILL NEED TO ADJUST RENTAL IT LL BE DOWN TO [redacted] INSTEAD, AS OUR BUSINESS AND RENTAL COMPANY ARE NOT OPEN ON THE WEEKENDS GIVING THE CUSTOMER UNTIL THE [redacted] TO RETURN RENTAL AND PICK UP THEIR VEHICLE AS WELL. HOWEVER CUSTOMER DID NOT REACH [redacted] TILL LATE [redacted] AFTER OUR BUSINESS AND RENTAL RETURN HOURS WERE OVER, LEAVING CUSTOMER NO CHOICE THAN TO PICK UP [redacted] [redacted].

GCS Narratives

(Claim) Customer Concern:

AFTER VALVE BODY STILL HAS SAME TRANS CODES. CHECK AND ADVISE CUSTOMER STATES THERE IS A CHECK ENGINE LIGHT ON, AND THE TRANS WONT SHIFT INT O GEAR. CHECK AND ADVISE

(Claim) Cause:

DID [redacted] CASE AND THEY SAID TO REPLACE TRANS . REPLACED TRANS FILLED WITH FLUI D TEST DROVE ALL OKAY HAVE CODE [redacted] [redacted] INCORRECT RATIO WIRES. RAN SOLENOID TEST ALL O K AROUND [redacted] SHORT TO POWER OR GROUND. WIRE TEST OKAY. REC NEEDS VALVE BODY. REPLACED VALVE BODY AND HARNESS AS PER DIAG AND STILL HAVE CODE SAYS REPLACE TRANS AND [redacted] NEXT

(Claim) Correction:

DID [redacted] CASE AND THEY SAID TO REPLACE TRANS . REPLACED TRANS FILLED WITH FLUI D TEST DROVE ALL OKAY HAVE CODE [redacted] 1 SHIFT INCORRECT RATIO WIRES TEST OKAY NEEDS VALVE BO DY REPLACED VALVE BODY AND HARNESS AS PER DIAG AND STILL HAVE CODE SAYS REPL ACE TRANS AND [redacted] NEXT

Warranty Claim Report

Vehicle Information

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

[redacted]		**Name**	[redacted]	JEEP DODGE RAM	**Zone**	6[redacted]	[redacted]
Address	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162						

Condition Information

Condition [redacted]	[redacted]	**Desc**	**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A		Road Ready ; Road Test								([redacted])
A		Road Ready diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) 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**	[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

[redacted]	**Name**	[redacted] JEEP DODGE RAM	**Zone**	[redacted]
Address	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162		

Condition Information

Condition [redacted]	[redacted]	**Desc**	**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	[redacted] Ready ; Basic	NU	NEW VEHICLE PREP						([redacted]
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

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] DODGE JEEP INC	[redacted]	[redacted]
Address	[redacted] 441/27 , FRUITLAND PARK, FL 34731				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	[redacted]	FLUID HIGH OR LOW	6[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:
VEHICLE DELIVERY FILL

(Claim) Cause:
VEHICLE DELIVERY FILL

(Claim) Correction:
VEHICLE DELIVERY FILL

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***	$7,617.13	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	ED VOYLES CHRYSLER JEEP, INC	***Zone***	66 [redacted]
Address	789 COBB PARKWAY SOUTH , MARIETTA, GA 30060				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		262.69	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	[redacted]	1		161.40	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		262.69	$64.01
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		161.40	$64.01
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted] B	TRANSMISS	1	X	7[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		262.69	$32.01
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		161.40	$32.01
[redacted] 6	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted] 6	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	1		262.69	[redacted]

A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		161.40	$96.02
A	[redacted]	Valve, thermal cooler bypass			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Valve, thermal cooler bypass			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Valve, thermal cooler bypass			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	COOLER	1		262.69	$288.05
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TOC ASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) CUSTOMER STATES CEL LIGHT ON. PLEASE CHECK AND ADVISE.

(RO) Cause:

x

(RO) Correction:

PERFORM 23 PT INSPECTION REPLACED TRANSMISSION COOLER AND BYPASS VALVE TEST DROVE AFTER REPAIRS WERE MADE NO FURTHER PROBLEMS FOUND [redacted] 0.6, [redacted] 0.6, 21002[redacted] 0.4, 21002762 .2, [redacted]

(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 CODE [redacted] REMOVED TRANSMISSION PAN AND FOUND LARGE AMO UNTS OF METALIC DEBRI IN THE TRANSMISSION PAN AND VECHILE WILL NOT MOVE IN F ORWARD GEARS

(Claim) Correction:

REPLACED TRANSMISSION COOLER AND BYPASS VALVE TEST DROVE AFTER REPAIRS WERE MA DE NO FURTHER PROBLEMS FOUN[redacted] 0.6, [redacted] 0.6, 21002 [redacted] 0.4, 21002762 .2, [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] BIG [redacted] 4X4
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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	ANCHORAGE CHRYSLER CENTER INC	***Zone***	70 [redacted]
Address	2601 EAST 5TH AVENUE , ANCHORAGE, AK 99501				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Pump, Unit ; [redacted] Diesel	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	MODULE	1	X	[redacted]	[redacted]
A	[redacted]	Pump, Unit ; [redacted] Diesel	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]C	FLUID	1		38.83	[redacted]
A	[redacted]	Pump, Unit ; [redacted] Diesel	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	MODULE	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]C	FLUID	[redacted]			[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID	1		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL ON AND DEF COUNTDOWN

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. PERFORMED SCAN TEST AND [redacted] CODE [redacted]. CHECKED AND VERIFIED DEF GAUGE IS SHOWING 0. CUSTOMER FILLED DEF TANK WITH [redacted] A ND STILL SHOW 0. CHECKED POWER AND GROUND AT THE DEF PUMP, VERIFIED PROPER POWER AND GROUND. VERIFIED DEF PUMP IS SHORTED INTERNALLY

(Claim) Correction:

REMOVED AND REPLACED DEF PUMP AND ORING. FILLED DEF TANK WITH [redacted] OF F RESH DEF. CLEARED CODES AND VERIFIED DEF TANK READS [redacted]. PERFORMED 2 D EF PRIME OVERRIDE TESTS. LET VEHICLE WARM UP FOR [redacted] AND TEST DROVE. RESCANNED FOR CODES AND VERIFIED NO ACTIVE, STORED OR PENDING DTC'S RELATED TO DEF SYSTEM

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]		***Name***	[redacted] OF ONTARIO, INC.	***Zone***	71	[redacted]	
Address	[redacted]						

Condition Information

Condition	[redacted]	***Desc***	***Failure***	***Failure Desc***	[redacted]	***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		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

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] BIG [redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage Code**	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] DODGE INC	**Zone**	74	DENVER
Address	[redacted]					

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted] R	Road Ready ; 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

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] LIMITED CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] OF PEMBROKE PINES	[redacted]	[redacted]
Address	13601 PINES BLVD , [redacted] , FL 33027				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								$43.07
A	[redacted] R	Road Ready ; Road Test								[redacted]
A	[redacted]	Road Ready diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) 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***	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***		***Zone***	[redacted]
Address	[redacted]				

Condition Information

[redacted]	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								$53.42
A	[redacted]	Road Ready ; Road Test								[redacted]
A	[redacted]	Road Ready diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[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)**	10

Expense

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

Dealer Information

Code	[redacted]	**Name**	ROUTE 18 CHRYSLER JEEP DODGE [redacted]	**Zone**	32 [redacted]
Address	400 ROUTE 18 , EAST BRUNSWICK, NJ 08816				

Condition Information

Condition [redacted]	[redacted]		Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Washer fluid, ; Top off only	[redacted]	FLUID HIGH OR LOW	[redacted]	SOLVENT	1	X	2.11	$0.00
B	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CS KEY IS MISSING FROM DELIVERY

(Claim) Cause:
MISSING

(Claim) Correction:
REPLACE AND PROG[redacted] KEY FOB

Warranty Claim Report

Vehicle Information

[redacted]	[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	T - Transportation	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$144.81	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	ROUTE 18 CHRYSLER JEEP DODGE RAM	**Zone**	32
[redacted]	400 ROUTE 18 , EAST BRUNSWICK, NJ 08816				

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	08804440	Transmitter, Integrated Key FOB ; Transit Vehicles Only-Transmitter/Fob-One or all	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	TRANSMITT	1	X	[redacted]	
A	08804440	Transmitter, Integrated Key FOB ; Transit Vehicles Only-Transmitter/Fob-One or all	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	KEY	1		37.39	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CS KEY IS MISSING FROM DELIVERY

(Claim) Cause:
MISSING

(Claim) Correction:
REPLACE AND PROGRAM KEY FOB

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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] TRUCK-FT [redacted]	[redacted]	DETROIT
Address	100 ALEXANDRIA PIKE , FT [redacted], KY 41075				

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Failed [redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]
A	21002762	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]
[redacted]		Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS					[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States LOST ALL FORWARD GEARS. DOES MOVE IN REVERS] check for transmission software updates

(RO) Cause:

. .

(RO) Correction:

[redacted] found gear ratio error codes insystem. found no forward gears. contactedstar and was advised by them to replace thetransmission and that they would add dm notesto system for approval. [redacted] Automatic Transmission Concern [Customer States LOST ALL FORWARD GEARS. DOES MOVE IN REVERS] AUTO TRANSMISSIO[redacted] 40 found software updates for shiftimprovements per tsb [redacted] rev a [redacted] check for transmission software updates

(RO) Technical Notes:

WAS ADVISED BY STAR TO REPLACE THE TRANSMISSION AS KNOWN PROBLEM ACC M NOTES SHOULD HAD BEEN ADDED.

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES LOST ALL FORWARD [redacted]. DOES CHECK FOR TRANSMISSION SOFTWARE UPDATES MOVE IN REVERS

(Claim) Cause:

FOUND SOFTWARE UPDATES FOR SHIFT IMPROVEMENTS PER TSB [redacted] FOUND GEAR RATIO ERROR CODES IN SYSTEM. FOUND NO FORWARD [redacted]. CONTACTED STA R AND WAS ADVISED BY THEM TO REPLACE THE TRANSMISSION AND THAT THEY WOULD ADD DM [redacted] SYSTEM FOR APPROVAL

(Claim) Correction:

REV [redacted] REPLACE THE TRANSMISSION [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)**	[redacted]

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] TRUCK-FT [redacted]	**Zone**	[redacted]
Address	100 ALEXANDRIA PIKE , FT [redacted], KY 41075				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
A	[redacted]	Towing								[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER HAD TO HAVE TRUCK TOWED INBECAUSE THE TRANSMISSION WENT OUT AT [redacted]. REFER TO [redacted]

(RO) Cause:

NA

(RO) Correction:

TOW IN

(RO) Technical Notes:

TRANSMISSION WENT OUT HEAVY DUTY AND CUSTOMER HAD A HARD TIME GETTING SOMEONE TO TOW THE TRUCK TO US. WE ARE OWNER GOODWILLING THE TOWING BILL DUE TO THE MILEAGE OF THE VEHICLE. RO ATTACHED FOR REPAIRS

GCS Narratives

(Claim) Customer Concern:

CUSTOMER HAD TO HAVE TRUCK TOWED IN BECAUSE THE TRANSMISSION WENT OUT AT [redacted]

(Claim) Cause:

CUSTOMER HAD TO HAVE TRUCK TOWED IN BECAUSE THE TRANSMISSION WENT OUT AT [redacted]

(Claim) Correction:

CUSTOMER HAD TO HAVE TRUCK TOWED IN BECAUSE THE TRANSMISSION WENT OUT AT [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	([redacted]	**Sublet**	[redacted]	[redacted]00	**Total Paid**	([redacted]	

Dealer Information

[redacted]	[redacted]	**Name**	MAROONE DODGE OF PEMBROKE PINES	**Zone**	[redacted]
Address	13601 PINES BLVD , PEMBROKE PINES, FL 33027				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	[redacted] Expense
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						([redacted]
[redacted]		Road Ready ; Rear Wheel Flares - Both								($43.07)
A	[redacted]R	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	[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] (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***		***Zone***	[redacted] ORLANDO
Address	, ,				

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	[redacted] ***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						([redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								($53.42)
A	[redacted] R	Road Ready ; Road Test								([redacted]
A	[redacted]	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	[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**	DEMONTROND AUTO COUNTRY INC	**Zone**	63	DALLAS
Address	888 IH 45 SOUTH , CONROE, TX 77304					

Condition Information

Condition [redacted]		Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Toe adjustment/Center steering wheel ; Front Toe	WX	WHEEL OFF CENTER LEFT						[redacted]
A	[redacted]	Tires cross switch ; Side to side								[redacted]

RO Narratives

(RO) Customer Concern:

Moved to: [redacted]: A Moved to: [redacted]: B Moved to: [redacted]: C Moved to: [redacted]: D Moved to: [redacted]: E Moved to: [redacted]: F STEERING ISSUES. TRUCK PULLING VERTY BADLY TO ONE SIDE Multi-point inspection (according to maintenance interval) DEMONTROND CARE ECO AND LATE MODEL DIESEL OIL CHANGE WITH TIRE ROTATE NO TIRE ROTATION REPLACE AIR FILTER REPLACE CABIN AIR FILTER REPLACE [redacted] FUEL FILTERS

(RO) Cause:

TEST DROVE VEHCILE AND FOUND A PULL TO THE RIGHT. IRREGULAR TIRE WEAR ON [redacted] MAINTENANCE MAINTENANCE MAINTENANCE MAINTENANCE

(RO) Correction:

[redacted] 0 Moved to: [redacted]: A SPLIT RO - DON'T USE [redacted] [redacted] Moved to: [redacted]: B SPLIT RO - DON'T USE [redacted] 0 Moved to: [redacted]: C SPLIT RO - DON'T USE [redacted] 20 Moved to: [redacted]: D SPLIT RO - DON'T USE [redacted] 20 Moved to: [redacted]: E SPLIT RO - DON'T USE [redacted] 90 replaced [redacted] Moved to: [redacted]: F SPLIT RO - DON'T USE [redacted] TEST DROVE VEHCILE AND FOUND A PULL TOTHE RIGHT. IRREGULAR TIRE WEAR ON [redacted] [redacted] 80 CROSS ROTATEDFRONT TIRES SIDE TO SIDE AND TEST DROVEVEHICLE. FOUND PULL GONE. PERFORMED AND [redacted] ALIGNMENT SET TOE AND STEERING WHEELANGLE. TEST DROVE OK Q/C TJ MILES IN [redacted] MILES OUT [redacted] QUICK SERVICE [redacted] 0 Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION [redacted] [redacted] DEMONTROND CARE ECO AND LATE MODEL DIESEL OIL CHANGE WITH TIRE ROTATE [redacted] 0 QUICK SERVICE [redacted] 20 REPLACE AIR FILTER [redacted] 20 REPLACE CABIN AIR FILTER [redacted] 90 replaced [redacted] REPLACE [redacted] FUEL FILTERS20 percent discount REPLACE [redacted] FUEL FILTERSMISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STEERING ISSUES. TRUCK PULLING VERTY BADLY TO [redacted]E SIDE

(Claim) Cause:

TEST DROVE VEHCILE AND FOUND A PULL TO THE RIGHT.

(Claim) Correction:

IRREGULAR TIRE WEAR ON [redacted]. SET TOE & CROSS ROTATE TIRES

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	Module, body control ; All others	[redacted]	BURNED OR BURNED OUT	685[redacted]	MODULE	1	X	257.60	[redacted]
[redacted]	Module, body control ; All others	[redacted]	BURNED OR BURNED OUT	68[redacted]	WIRING	1		64.75	[redacted]

RO Narratives

(RO) Customer Concern:

CGEN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DRIVER SIDE TAIL LIGHT STAYS ON ALL THE TIME, CHECK & ADVISE

(Claim) Cause:

[redacted] SHORTED

(Claim) Correction:

TEST AND FOUND [redacted] WAS SHORTED AND CAUSED RIGHT RE AR TAIL LIGHT TO STAY ON. REPLACED [redacted] AND TAIL LIGH T CONNECTOR, TEST AND NO ISSUES AT THIS TIME

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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	RYAN CHRYSLER DODGE JEEP RAM [redacted]
Address	1000 HIGHWAY 55 E , BUFFALO, MN 55313		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]					
A	[redacted]	Diesel Exhaust Fluid System, Trouble Not Found ; Diesel Exhaust Fluid System	OD							[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 WILL GO INTO [redacted], PLEASE ADVISE

(Claim) Cause:

NO PROBLEM FOUND

(Claim) Correction:

found that the customer tried clearning codes and now i have to update the pcm software to get more mileage out of the pcm to perform a test drive. Flashed pcm from current part number [redacted] targeted part number [redacted]. te st drove the [redacted] cle [redacted] and the code still did not come back. test drove the [redacted] cle another [redacted] and the code did not come back either. had a run ner drive the [redacted] cle 2 more times and it still did not set a code. currently the system is working like it should and not setting codes. no further actions required since the service def system light is not coming on. test drove [redacted] cle [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Road Ready ; Basic Prep	[redacted]	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								$40.56
A	[redacted] R	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

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***		***Zone***	66
Address	, ,				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								$30.84
A	[redacted]	Road Ready ; Road Test								[redacted]
A	[redacted]	Road Ready ; diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
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]7	**Sublet**	[redacted]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	71
Address	, ,				

Condition Information

Condition [redacted]		[redacted]	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	85900040	[redacted]		NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Road Test								[redacted]
[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

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] BIG [redacted] 4X4
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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	1000 HIGHWAY 55 E , BUFFALO, MN 55313		

Condition Information

Condition [redacted]	[redacted] Desc	[redacted]	[redacted]	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF						[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 WILL GO INTO [redacted] MODE IN [redacted], PLEASE ADVISE

(Claim) Cause:

NO PROBLEM FOUND

(Claim) Correction:

found that the customer tried clearning codes and now i have to update the pcm software to get more mileage out of the pcm to perform a test drive. Flashed pcm from current part number [redacted] targeted part number [redacted], te st drove the [redacted]cle [redacted] and the code still did not come back. test drove the [redacted]cle another [redacted] and the code did not come back either. had a run ner drive the [redacted]cle 2 more times and it still did not set a code. currently the system is working like it should and not setting codes. no further actions required since the service def system light is not coming on. test drove [redacted] cle [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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]t	[redacted]00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	15777 WATKINS RD , MARYSVILLE, OH 43040		

Condition Information

Condition [redacted]	[redacted]	[redacted]	**Failure**	**Failure Desc**	**Part Number**	[redacted] **Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Emissions Recall Y43 - Particulate Matter Sensor ; Inspect Vehicle for Missing Particulate Matter Sensor	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL DIAG. OF CUSTOMERS CONCERN COMPLETE 27 POINT INSPECTION: CHECK BELTS, HOSES, RECALL CUSTOMER STATES CHECK [redacted]E LIGHT IS ON. [redacted] TRAILER BRAKE SWITCH BROKEN [redacted] CODE. ORDERED THERMOST.

(RO) Cause:

Perform software update18[redacted]04-TAModule, Engine ordered nut

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Y43 DIESEL PM SENSOR CUSTOMER STATES CHEC[redacted]E LIGHT IS ON [redacted]

(Claim) Cause:

Y43 DIESEL PM SENSO[redacted] TAM MODULE NEEDS UPDATED

(Claim) Correction:

INSPECT FOR PM SENSOR.... IT IS THERE PERFORM SOFTWARE UPDATE18[redacted]04-TAMODULE, [redacted] CO REPLACE STARTER B+ CABLE ATTACHING NUT NTROL (ECM) -REPROGRAM(0 - INTRODUCTION)[redacted] - DIES EL [redacted] IF PRO BLEMS CONTINUE HAVE CUSTOMER RETURN FOR FURTHER DIAGNOSIS

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]0	Radio/Telematics Gateway Module ; Exchange unit	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RADIO	1	X	[redacted]	
A	[redacted]	Supplier Radio Repair Payment			[redacted]	RADIO	1	X	0.00	[redacted]

RO Narratives

(RO) Customer Concern:
RADIO

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES GPS FROZE UP [redacted], CUSTOMER HAD TO RESET [redacted], ADVISE

(Claim) Cause:
TECH VERIFIED CUSTOMER CONCERN, DIAGNOSTICS FOUND RADIO HA[redacted]G A INTERNAL ISSU E WITH GPS

(Claim) Correction:
REPLACED RADIO, ROAD TESTED, VERIFIED WORKING AS SHOULD AT THIS TIME

Warranty Claim Report

Ve [redacted]

VIN	[redacted]	Year	[redacted]	Body	[redacted] BIG HORN CREW [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	$7,387.82	Part	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]	Zone	70	[redacted]

[redacted]

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 [redacted] (ECM) ; Module, Engine [redacted] (ECM) - Reprogram (Aisin Transmission)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Module, Engine [redacted] (ECM) ; Module, Engine [redacted] (ECM) - Reprogram (Aisin Transmission)			[redacted]	FLUID AFT	1		58.44	[redacted]
A	[redacted]	Module, Engine [redacted] (ECM) ; Module, Engine [redacted] (ECM) - Reprogram (Aisin Transmission)			[redacted]		1		[redacted]	
A	[redacted]	Module, Engine [redacted] (ECM) ; Module, Engine [redacted] (ECM) - Reprogram (Aisin Transmission)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Module, [redacted] ( ) ; Module, [redacted] ( ) - Reprogram, Includes [redacted] Routine			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Module, [redacted] ( ) ; Module, [redacted] ( ) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Module, [redacted] ( ) ; Module, [redacted] ( ) - Reprogram, Includes [redacted] Routine			[redacted]		1		[redacted]	
A	[redacted]	Module, [redacted] ( ) ; Module, [redacted] ( ) - Reprogram, Includes [redacted] Routine			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	COOLER	1		252.76	$93.01
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	1	X	6921.31	$558.04
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	FLUID AFT	1		58.44	$558.04
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	COOLER	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]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		155.31	$31.00
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	6921.31	$93.01
A	21002766	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TOC ASSY	1		155.31	$93.01
A	21002766	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		155.31	$108.51
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	FLUID AFT	1		[redacted]	[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]	COOLER	1		252.76	$279.02

[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]SMISS	1	X	[redacted]	[redacted]
[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	1		58.44	[redacted]
[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		155.31	[redacted]
[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		252.76	[redacted]

RO Narratives

(RO) Customer Concern:

TOWED IN , SLIGHT GEARS FORWARD,REVERSE FOR SURE Checked for Open Recalls & no open recalls at this time MULTI-POINT "ROAD READY" VEHICLE INSPECTION

(RO) Cause:

REPLACE

(RO) Correction:

[redacted] CHECK [redacted]. FLUID FULL. CHECK CODES.P0731, TEST DRIVE. [redacted] HAS NO FORWARD GEARSONLY REVERSE. R&I [redacted] PAN. CHECK FORDEBRIS. HAS SOME DEBRIS IN PAN. FLASH TCM [redacted] REV. A FOR [redacted] SHIFTIMPROVEMENTS. Successfully flashed TCM fromold part number [redacted] to current partnumber [redacted]. FLASH PCM WITH NEWSOFTWAR[redacted] [redacted] FOR [redacted] SHIFTIMPROVEMENTS. Successfully flashed PCM fromold part number [redacted] to current partnumber [redacted]. [redacted] HAS INTERNALFAILURE. CONTACT POWER [redacted] FOR [redacted] REPLACEMENT. POWER [redacted] APPROVED [redacted]. R&[redacted] AUTO AISIN [redacted] WITHDEF, [redacted] PROP SHAFT. REPLACE [redacted] WITHMOPAR REMAIN [redacted]. REPLACE COOLER BYPASS [redacted] COOLER. FILL WITH NEW FLUID. CLEARCODES. PERFORM QUICK LEARN. TEST DRIVE. [redacted] SHIFTING NORMAL. ALL WORKING WITHIN SPEC' S. Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission DEF equipped2500-3500 [redacted] pick-up only Transmission, Replace - automatic [redacted] AWD equipped Transmission, Replace - automatic [redacted] plate equipped Transmission, Replace - automatic [redacted] propeller shaft equipped Lines, transmission and torque converter oil cooler [redacted] or [redacted] - Semi-Skilled) Oil cooler, external / auxiliary Cooler ([redacted] Skilled) ADMINISTRATIVE Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skille Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) - Reprogram (Aisin Transmission) (0 - Low Skilled) [redacted] Equipped [redacted] Plate Equipped [redacted] Propeller ShaftCOOLER LINES ADMINISTRATIVE [redacted] Reviewed with the customer the factthat there are currently no open recalls Checked for Open Recalls & no open recalls at thistime MULTI-POINT "ROAD READY" VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOWED IN , SLIGHT GEARS FORWARD,REVERSE FOR SURE

(Claim) Cause:

CHECK [redacted]. FLUID FULL. CHECK CODES. P0731, TEST DRIVE. [redacted] HAS NO FORWARD GEARS ONLY REVERSE. R&I [redacted] PAN. CHECK FOR DEBRIS. HAS SOME DEBRIS IN PAN. FLASH TCM PER [redacted] REV. A FOR [redacted] SHIFT IMPROVEMENTS. SUCCESSFULL Y FLASHED TCM FROM OLD PART NUMB[redacted] TO CURRENT PART NUMB[redacted] 3AB. FLASH PCM WITH NEW SOFTWAR[redacted] [redacted] FOR [redacted] SHIFT IMPROVEMEN TS. SUCCESSFULLY FLASHED PCM FROM OLD PART NUMBER [redacted] TO CURRENT PART NUMBER [redacted]. [redacted] HAS INTERNAL FAILURE. CONTACT POWER [redacted] FOR [redacted] REPLACEMENT.

(Claim) Correction:

POWER [redacted] APPROVE[redacted]. R&[redacted] AUTO AISIN [redacted] WITH DEF , [redacted] PROP SHAFT. REPLACE [redacted] WITH MOPAR REMAIN [redacted]. REPLACE COOLER BYPASS [redacted] COOLER. FILL WITH NEW FLUID. CLEAR CODES. PERFORM QUICK LEAR N. TEST DRIVE. [redacted] SHIFTING NORMAL. ALL WORKING WITHIN SPEC' S.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] LIMITED CREW CAB 4X4
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)**	1

Expense

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

Dealer Information

Code	[redacted]	**Name**	MAROONE DODGE OF PEMBROKE PINES [redacted]
Address	13601 PINES BLVD , [redacted], FL 33027		

Condition Information

Condition [redacted]	[redacted]	Desc	[redacted] Code	[redacted] Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	[redacted]	FLUID HIGH OR LOW	6[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:
DEF

(Claim) Cause:
DEF FLUID TOP OFF

(Claim) Correction:
DEF FLUID TOP OFF

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] DODGE JEEP	***Zone***	[redacted]
Address	15777 WATKINS RD , MARYSVILLE, OH 43040				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
B	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL DIAG. OF CUSTOMERS CONCERN COMPLETE 27 POINT INSPECTION: CHECK BELTS, HOSES, RECALL CUSTOMER STATES CHECK ENGINE LIGHT IS ON. [redacted] TRAILER BRAKE SWITCH BROKEN THERMOSTAT IRRATIONALITY CODE. ORDERED THERMOST.

(RO) Cause:

Perform software update18[redacted]04-TAModule, Engine ordered nut

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Y43 DIESEL PM SENSOR CUSTOMER STATES CHECK ENGINE LIGHT IS ON [redacted]

(Claim) Cause:

Y43 DIESEL PM SENSOR [redacted] TAM MODULE NEEDS UPDATED

(Claim) Correction:

INSPECT FOR PM SENSOR.... IT IS THERE PERFORM SOFTWARE UPDATE18[redacted]04-TAMODULE, [redacted] CO REPLACE STARTER B+ CABLE ATTACHING NUT NTROL (ECM) -REPROGRAM(0 - [redacted] - DIES EL [redacted] IF PRO BLEMS CONTINUE HAVE CUSTOMER RETURN FOR FURTHER DIAGNOSIS

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	2[redacted]	**Body**	[redacted] - [redacted] BIG [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	ANCHORAGE CHRYSLER CENTER INC	**Zone**	[redacted]
Address	2601 EAST 5TH AVENUE , ANCHORAGE, AK 99501				

Condition Information

Condition [redacted]		**[redacted] Desc**	**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	0891PNR5	Anti-lock brake system	4W	WIRES BURNED/DAMAGED						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CST STATES ABS CONCERN CHECK AND ADVISE

(Claim) Cause:

INSPECTED AND VERIFIED CONCERN FOUND ABS AND TRACTION CONTROL LIGHT ON. PERFOR MED DTC SCAN AND FOUND ACTIVE DTC FOR RIGHT REAR WHEEL SPEED SENSOR. INSPE CTED RIGHT REAR WHEEL SPEED SENSOR AND FOUND WIRES BROKEN. PART IS ON BACK ORDER.

(Claim) Correction:

REPAIRED BROKEN WIRES FOR RIGHT REAR WHEEL SPEED SENSOR. SCANNED VEHICLE AND VERIFIED DTC NOW STORED. CLEARED DTC AND TEST DROVE VERIFIED [redacted] OPERATION. VERIFIED DTC DID NOT RETURN. IF PROBLEM RETURNS WILL NEED TO ORDER AND REPL ACE RIGHT REAR WHEEL SPEED SENSOR.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	[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

[redacted]	[redacted]	**Name**		**Zone**	71
Address	, ,				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	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

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$5,838.00	**Part**	$1,280.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	CULLMAN DODGE CHRYSLER PLYMOUTH IN	**Zone**	[redacted] ORLANDO
Address	1302 2ND AVENUE SW , CULLMAN, AL 35056				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	$1,280.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE TRANS STOP PULLING VEHICLE HAS REVE RSE BUT NO DRIVE (Automatic Transmission Concern)

(RO) Cause:

NA

(RO) Correction:

GEAR RATIO ERRORS. VEHICLE WONT PULL. INTERNAL DEFECTIVE REPLACED TRANS ASSM AND PERFORMED LEARN DRIVE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICE TOWED IN WONT PULL IN FORWARD [redacted] CONTACTED TECH REP VEHICLE EQUIPPED WITH ASIN TRANS

(Claim) Cause:

INTERNAL TRANS ISSUE WAS INSTRUCTED BY TECH REP TO ORDER AND REPLACE TRANSMISS ION

(Claim) Correction:

REMOVE TRASNFER CASE [redacted] REPLACE TRANS ASSEMBLY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	[redacted]	[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] 7	**Sublet**	[redacted]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**		**Zone**	71 [redacted]
Address	, ,				

Condition Information

Condition			**Failure**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
[redacted]		[redacted]		NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Road Test								
[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

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	35	[redacted]	
Address	[redacted]						

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								$33.48
A	[redacted] R	Road Ready ; Road Test								[redacted]
A	[redacted]	Road Ready ; diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) 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] (PREPNV)	***Repair Date***	
Claim Status	Paid	***Mileage (Miles)***	0

Expense

Labor	[redacted]	***Sublet***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]
Address	1634 HIGHWAY 27 NORTH , BREMEN, GA 30110	***Zone***	[redacted]

Condition Information

Condition			***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
[redacted]		Road Ready ; Rear Wheel Flares - Both								$30.26
A	[redacted]	Road Ready ; Road Test								[redacted]
A	[redacted]	Road Ready ; diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	9621 COORS BLVD NW , ALBUQUERQUE, NM 87114				

Condition Information

Condition Code	[redacted]		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted]	Battery ; Check Battery Voltage and Charge Battery - North [redacted] Only	BV	Battery Discharged						[redacted]

RO Narratives

(RO) Customer Concern:
MAINTENANCE CHARGE

(RO) Cause:
DEAD BATTERY

(RO) Correction:
CHARGED BATTERY SLIP ATTACHED TO RO

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
MAINTENANCE CHARGE

(Claim) Cause:
DEAD BATTERY

(Claim) Correction:
CHARGED BATTERY SLIP ATTACHED TO RO

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
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**	$426.50	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	71
[redacted]					

Condition Information

Condition					Number	Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Clutch, fan ; 6.7 liter diesel engine	68	NOISY	[redacted]	CLUTCH	1	X	426.50	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
WHEN DR[redacted]G ON ACCELERATION [redacted] IS MAKING LOUD FAN NOISE

(Claim) Cause:
FOUND FAN CLUTCH SHORTED A STUCK ON HIGH SPEED ..

(Claim) Correction:
REPLACE FAN CLUTCH AND TEST DROVE .NO MORE NOISE OK AT THIS TIME

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]4	**Sublet**	$8,768.15	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	[redacted]
Address	, ,				

Condition Information

Condition	[redacted]		Failure	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	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 ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	COOLER	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[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] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
[redacted]6		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]6		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]6		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	[redacted] Imaging ; Process			[redacted]	TRANSMISS	1	X	8455.09	$118.18
A	[redacted]	[redacted] Imaging ; Process			[redacted]	[redacted]			[redacted]	
A	[redacted]	[redacted] Imaging ; Process			[redacted]	COOLER	1		283.86	$118.18

RO Narratives

(RO) Customer Concern:

([redacted] VEHICLE) [redacted] [redacted] CHECK ENGINE LIGHT STILL ON, CHECK AND ADVISE [redacted] TRUCK NOT GOING INTO GEAR, CHECK AND ADVISE EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST. NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE: THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOUR [redacted] USE (UP TO A MAX OF [redacted]) RECEIVE SERVICE RELATED PORMOTIONS THROUGHOUT THE YEAR PICK UP AND DELIVERY SERVICE

(RO) Cause:

[redacted]Y VEHICLE TOTAL APPROVED - APPROVED BY - AUTHORIZATION NUMBER (IF APPLICABLE) - [redacted] VEHICLE TECH VERIFIED CONCERN, FOUND [redacted], REMOVED TRANSM ISSION PAN AND FOUND DEBRIS. [redacted]Y VEHICLE TOTAL APPROVED - APPROVED BY - AUTHORIZATION NUMBER (IF APPLICABLE) - RECOMMENDED 6.7L I6 CUMMINS TURBO DIESEL ENGINE

(RO) Correction:

[redacted]. [redacted]. TECH REMOVED AND REPLACED TRANSMISSION. TESTED AND OPERATING AS DESIGNED. [redacted]. INSPECTION COMPLETE...SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?

(RO) Technical Notes:

DEBRIS IN PAN

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT

(Claim) Cause:

DEBRIS IN PAN

(Claim) Correction:

REPLACED TRANSMISSION

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	***Name***		***Zone***	[redacted] ORLANDO
Address	, ,				

Condition Information

Condition [redacted]	[redacted] ***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]0	Pickup Service								
[redacted]	Delivery Service								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

DERBIS IN PAN

GCS Narratives

(Claim) Customer Concern:

FLEET COMPANY: FLEET STATES CHECK ENGINE LIGHT STILL ON, CHECK AND ADVISE

(Claim) Cause:

FLEET COMPANY VEHICLE TECH VERIFIED CONCERN, FOUND [redacted], REMOVED TRANSM

(Claim) Correction:

FLEET COMPANY. TECH REMOVED AND REPLACED TRANSMISSION. TESTED AND OPERATING AS

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	***Name***		***Zone***	71
Address	, ,				

Condition Information

Condition [redacted]		***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted] R	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 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)***	4

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted] RAM	***Zone***	[redacted]
Address	1600 AUTO MALL DR , TURLOCK, CA 95380				

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***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:

CUSTOMER STATES TOP OFF DIESEL EXHAUST FLUID (DEF)

(RO) Cause:

STOCK[redacted]

(RO) Correction:

COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TOP OFF DIESEL EXHAUST FLUID (DEF)

(Claim) Cause:

STOCK[redacted]

(Claim) Correction:

COMPLETED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	[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

[redacted]	[redacted]	**Name**		**Zone**	[redacted]
Address	, ,				

Condition Information

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

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

Expense

Labor	[redacted]	**Sublet**	$156.50	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	71
Address	, ,				

Condition Information

Condition [redacted]	[redacted]		Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Emissions Recall [redacted] Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]1AA	SENSOR	1	X	148.12	[redacted]
A	[redacted]	Emissions Recall [redacted] Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]8AA	[redacted]	[redacted]			
A	[redacted]	Emissions Recall [redacted] Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Emissions Recall [redacted] Particulate Matter Sensor (Recall) [redacted] 22MY DJD2DDDP TRUCKS 67L CUMMINS NO START (RSU) 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:

Flashing from current part number [redacted] targeted part number [redacted].

(RO) Correction:

PERFORMED RECALL [redacted] INSPECTED AND FOUND P/M SENSOR MISSING INSTALLED SENSOR AND REPROG[redacted]MED PCM INSTALLED STICKER AND VERIFIED SOP PART CUSTOMER WILL BE ADVISED ON ARRIVAL MULTI [redacted] INSPECTION COMPLETED SET TIRE PSI TO FACTORY SPECIFICATIONS.

(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]	**Zone**	[redacted]
[redacted]	220 WEST MAY STREET , WINDER, GA 30680				

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	6656.57	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		237.85	[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]	[redacted]	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	6656.57	$81.01
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	1		237.85	$81.01
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	TRANSMISS	1	X	6656.57	$256.54
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	[redacted]	1		237.85	$256.54
[redacted]		Oil cooler, external / auxiliary ; All others			[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]	TRANSMISS	1	X	[redacted]	

A	[redacted]	[redacted], recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the [redacted] system is required to allow service of [redacted] non-plumbing / powertrain repair			[redacted]	COOLER	1		[redacted]	
A	[redacted]	[redacted], recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the [redacted] system is required to allow service of [redacted] non-plumbing / powertrain repair			[redacted]	BOLT	[redacted]			
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		237.85	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

C/S VEHICLE WILL NOT GO FORWARD, 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 [redacted] GEAR [redacted] INCORRECT RATIO THE TRANSMISSION WILL NOT MOVE THE VEHICLE IN FORWARD OR REVERSE GEAR. CHECKED THE TRANSMISSION FLUID LEVEL AND IT IS IN SPECS. REMOVED THE TRANSMISSION FLUID PAN AND THERE IS HEAVY METAL DEBRIS IN THE FLUID AND THE PAN. THE METAL DEBRIS IS DUE TO INTERNAL TRANSMISSION FAILURE. SO THE VEHICLE NEEDS A TRANSMISSION.

(RO) Correction:

SO REPLACED THE TRANSMISSION, EVACUATED THE AC SYSTEM, DRAINED THE COOLING SYSTEM, REMOVED THE RADIATOR, REPLACED THE TRANSMISSION COOLER, REINSTALLED THE RADIATOR, CHARGED THE AC SYSTEM, FILLED THE COOLING SYSTEM WITH COOLANT, SET TRANSMISSION FLUID LEVEL TO SPEC, 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:

WILL NOT GO FORWARD

GCS Narratives

(Claim) Customer Concern:

C/S VEHICLE WILL NOT GO FORWARD, CHECK AND ADVISE C/S VEHICLE WILL NOT GO FORWARD, CHECK AND ADVISE C/S VEHICLE WILL NOT GO FORWARD, CHECK AND ADVISE C/S VEHICLE WILL NOT GO FORWARD, CHECK AND ADVISE

(Claim) Cause:

[redacted] GEAR [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO TH [redacted] GEAR [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO TH [redacted] GEAR [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO TH [redacted] GEAR 1 [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO TH

(Claim) Correction:

SO REPLACED THE TRANSMISSION, EVACUATED THE AC SYSTEM, DRAINED THE COOLING SYS SO REPLACED THE TRANSMISSION, EVACUATED THE AC SYSTEM, DRAINED THE COOLING SYS SO REPLACED THE TRANSMISSION, EVACUATED THE AC SYSTEM, DRAINED THE COOLING SYS SO REPLACED THE TRANSMISSION, EVACUATED THE AC SYSTEM, DRAINED THE COOLING SYS

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	2208 BANKHEAD HWY , CARROLLTON, GA 30117				

Condition Information

Condition [redacted]		[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	16300102	Propeller shaft, with universal joints ; rear axle to center bearing	2X	VIBRATION OR CHATTER	[redacted]	SHAFT	1	X	1101.80	[redacted]
[redacted]		Converter, catalytic ; 6.7 liter diesel-SCR catalyst, Pickup Only	ML	CHECK [redacted] SERVICE SO	[redacted]	CONVERTER	1	X	[redacted]	[redacted]
[redacted]		Converter, catalytic ; 6.7 liter diesel-SCR catalyst, Pickup Only	ML	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	1		312.20	[redacted]

RO Narratives

(RO) Customer Concern:

MISCELLANEOUS OPERATION MISCELLANEOUS OPERATION CUSTOMER STATES CHECK [redacted]E LIGHT IS ON

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted]E LIGHT IS ON CUSTOMER STATES WHILE DRI[redacted]G HEARING GRINDING NOISE, PLEASE CHECK AND ADVISE

(Claim) Cause:

TECH NOTED EXCESSIVE VIBRATION AND NOISE ONCE RAISED ON RACK FROM CENTER SUPPO THREADS WERE BAD AND BROKE RT BEARING AND UNIVERSAL JOINT ON CENTER OF [redacted] MUST REPLACE [redacted] ASSY PE R GUIDELINES

(Claim) Correction:

REPLACED SCR AND NOX SENSOR DUE TO WOULD NOT TRANSFER FROM OLD UNIT THREADS WE RE BAD AND BROKE UPON REMOVAL REPLACED [redacted] PERFORMED ASW DESIGNED NO VIBRATIONS NOTED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2022	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	10/22/2022	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	536

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	610

Expense

Labor	$70.46	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	$70.46

Dealer Information

Code	27167	**Name**		**Zone**	66	ORLANDO
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	08600251	Radio/Telematics Gateway Module ; Obtain ESN from radio								$14.09
A	08600270	Radio/Telematics Gateway Module ; Exchange unit	NX							$56.37

RO Narratives

(RO) Customer Concern:

RADIO

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES GPS FROZE UP TWICE, CUSTOMER HAD TO RESET TWICE, ADVISE

(Claim) Cause:

TECH VERIFIED CUSTOMER CONCERN, DIAGNOSTICS FOUND RADIO HAVING A INTERNAL ISSU E WITH GPS

(Claim) Correction:

REPLACED RADIO, ROAD TESTED, VERIFIED WORKING AS SHOULD AT THIS TIME

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] (PREPNV)	**Repair Date**	
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	[redacted]	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] OF CORPUS CHRISTI	**Zone**	63 [redacted]
Address	4313 S STAPLES ST , CORPUS CHRISTI, TX 78411				

Condition Information

Condition [redacted]		Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	85900040	[redacted]		NEW VEHICLE PREP						[redacted]
A	[redacted] R	Road Ready ; 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

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	Truck Mounts Inc	***Zone***	63	[redacted]	
Address	2192 Orrstown Road , Shippensburg, PA 17257						

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) 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***	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	ASSEMBLY PLANT	***Coverage*** [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

[redacted]		[redacted]		***Name***	[redacted]	***Zone***	63 [redacted]
Address	19616 NORTHWEST FWY , HOUSTON, TX 77065						

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Battery ; Check Battery Voltage and Charge Battery - North [redacted] Only	BV	Battery Discharged						[redacted]

RO Narratives

(RO) Customer Concern:

CHECK CHARGING SYSTEM

(RO) Cause:

DISCHARGED BATTERY.

(RO) Correction:

GR8 TESTED/ PASSED. SUBMITTED NVP ATTACHED RECEIPTS TO REPAIR ORDER LOP: [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	[redacted]
Address	, ,				

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							[redacted]

RO Narratives

(RO) Customer Concern:

Customer States Check Engine Light intermittently comes on a nd off Vehicle has codes stored Please check and advise (Gen eral Concern 1) (Multi-point inspection according to maintenance interval) PERFORM HUNTER ALIGNMENT CHECK CUSTOMER REQUEST TO REPLACE BOTH FUEL FILTERS

(RO) Cause:

PERFORM DTC SCAN CODES STORED FOR [redacted] PERFORM TEST DRIVE CAN NOT DUPLICATE FOUND SOFTWARE LEVEL OUT BY [redacted]. UPDATE SOFTWARE IN PCM NEEDED. SAFETY ITEMS AND FLUID LEVELS CHECKED. RESULTS FOUND IN [redacted] VIDEO INSPECTION AND MULTI-POINT INSPECTION MAINTENANCE

(RO) Correction:

PERFORM SOFTWARE UPDATE IN PCM TEST DRIVE [redacted] NOTHING RETURNED RECOMMEND FUEL FILTERS AT [redacted]. AS PER CUSTOMER REQUEST. SERVICE TECHNICIAN HAS PERFORM [redacted] INSPECTION AND MULTI-POINT INSPECTION. SIGNATURE BELOW ACKNOWLEDGES THAT THE SERVICE ADVISOR HAS SENT AND REVIEWED INSPECTION RESULTS WITH THE CUSTOMER x..... ..... COMPLETED HUNTER ALIGNMENT CHECK FUEL FILTER REPLACEMENT COMPLETED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States Check Engine Light intermittently comes on a nd off Vehicle ha

(Claim) Cause:

PERFORM DTC SCAN CODES STORED FOR [redacted] PERFORM TEST DRIVE CAN NOT DUPLICAT

(Claim) Correction:

PERFORM SOFTWARE UPDATE IN PCM TEST DRIVE [redacted] NOTHING RETURNED RECOMMEND

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**	$1,329.23	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]			**Zone**	70 [redacted]
Address	3200 EAST MAIN STREET , FARMINGTON, NM 87402						

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		35.30	$164.27
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOOT	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	2		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOOT	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	

		- Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES AT [redacted] HEARD A POP THE CLUSTER READ [redacted] UN AVAILABLE THE TRUCK SLOW DOWN HAD TO PULL OVER AND SHIFT INT O [redacted] IT WENT A LITTLE WAYS AND NOW IT WONT GO (ElectricalNo n PCM Flashes Concern) PERFORM FREE [redacted] INSPECTION

(RO) Cause:

FOUND VEHICLE DOES NOT HAVE FORWARD GEARS, DOES HAVE REVERSE FOUND [redacted] AND [redacted] ACTIVE. NO FLASH AVAILABLE FOR CONCERN, FLUID IS GOOD AND AT PROPER LEVEL. FOUND [redacted] THAT DOES ADRESS ISSUE. TRANS WILL NEED [redacted] CLUCTH HUB ASSEMBY. FREE VEHICLE INSPECTION

(RO) Correction:

TECH [redacted] R&I TRANS, R&I TRANSFER CASE, R&I FRONT AND REAR DR IVE SHAFTS, R&R K1 CLUTCH PACK, QUICKLEAREND, TEST DROVE VEH CLE VERIFIED PROPER SHIFT QUALITY, VERFIED NO LEAKS ARE PRES ENT, NO CODES RETURNED NOW OKAY. PERFORMED FRE [redacted] INSPECTION. REGULAR [redacted] VALUE, PROVIDED CUSTOMER WITH ESTIMATE OF ANY CONDITIONS FOUND, THAT ARE IN NEED OF REPAIRS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES AT [redacted] HEARD A POP THE CLUSTER READ [redacted] UN AVAILABLE THE TRU CUSTOMER STATES AT [redacted] HEARD A POP THE CLUSTER READ [redacted] UN AVAILABLE THE TRU CUSTOMER STATES AT [redacted] HEARD A POP THE CLUSTER READ [redacted] UN AVAILABLE THE TRU

(Claim) Cause:

FOUND VEHICLE DOES NOT HAVE FORWARD GEARS, DOES HAVE REVERSE FOUND [redacted] FOUND VEHICLE DOES NOT HAVE FORWARD GEARS, DOES HAVE REVERSE FOUND [redacted] FOUND VEHICLE DOES NOT HAVE FORWARD GEARS,

DOES HAVE REVERSE FOUND [redacted]

(Claim) Correction:

TECH [redacted] R&I TRANS, R&I TRANSFER CASE, R&I FRONT AND REAR DR IVE [redacted], R&R K TECH [redacted] R&I TRANS, R&I TRANSFER CASE, R&I FRONT AND REAR DR IVE [redacted], R&R K TECH [redacted] R&I TRANS, R&I TRANSFER CASE, R&I FRONT AND REAR DR IVE [redacted], R&R K

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - RAM [redacted] HORN CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] OF ONTARIO, INC.	**Zone**	71 [redacted]
[redacted]	1202 AUTO CENTE[redacted], ONTARIO, CA 91761				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	[redacted]	1		155.91	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE	1		142.97	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		155.91	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TUBE	1		142.97	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	6[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil			[redacted]	TRANSMISS	1	X	[redacted]	

		cooler ; [redacted] or [redacted] (1 - Semi-Skilled)								
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[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]	TUBE	1		[redacted]	[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]	COOLER	1		253.75	$316.55

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

[redacted]

(RO) Correction:

[redacted] R&R TRANS [redacted] ANDFOUND BRUNT TRANS FLUID. TRANS INTERNAL, R&RDEF TANK TO GAIN ACCESS TO T-CASE R&R T-CASE,TO GAIN ACCESS TO TRANS , R&R TRANS &INSTALLED NEW [redacted] TRANS & NEW COOLER LINES& TRANS [redacted] T UP WITH W [redacted] FLASHEDPCM UP TO DATE, ROAD TESTED CHECKS [redacted] Module, Powertrain Control (PCM)- Inspect and Reprogram (Aisin Transmission)(0 - Introduction) 1 - Engine Repair andPerformance 0.4 [redacted]

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES THE TRANSMISSION WI LL NOT SHIFT INTO DRIVE. SHIFTS INTO REVERSE. CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE]

(Claim) Cause:

[redacted] R&R TRANS [redacted] AND FOUND BRUNT TRANS FLUID. TRANS INTERNAL, R&R DEF TANK TO GAIN ACCESS TO T-CASE R&R T-CASE, TO GAIN ACCESS TO TRANS , R&R TRANS & INSTALLED NEW [redacted] TRANS & NEW COOLER LINES & TRANS [redacted] T UP WITH W [redacted] FLASHED PCM UP TO DATE, ROAD TESTED CHECKS [redacted] MODULE, POWERTRAIN CONTROL (PCM) - INSPECT AND REPROGRAM (AISIN TRANSMISSIO N) (0 -

(Claim) Correction:

[redacted] R&R TRANS [redacted] AND FOUND BRUNT TRANS FLUID. TRANS INTERNAL, R&R DEF TANK TO GAIN ACCESS TO T-CASE R&R T-CASE, TO GAIN ACCESS TO TRANS , R&R TRANS & INSTALLED NEW [redacted] TRANS & NEW COOLER LINES & TRANS [redacted] T UP WITH W [redacted] FLASHED PCM UP TO DATE, ROAD TESTED CHECKS [redacted] MODULE, POWERTRAIN CONTROL (PCM) - INSPECT AND REPROGRAM (AISIN TRANSMISSIO N) (0 -

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**	$6,853.42	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	10807 IH 10 W , SAN ANTONIO, TX 78230		

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]T	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]T	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]T	[redacted]			
[redacted]2	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]T	[redacted]			
[redacted]6	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]6	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]			[redacted]	
[redacted]6	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]T	[redacted]			

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) GENERAL CONCERN #1 [CUSTOMER STATESVEHICLE DOES NOT DRIVE. A LOUD CLUNKING NOISE WAS HEARD WHEN DRIVING AND THE TRUCK WENT INTO LIMP MODE. WONT ACCELERATE ABOVE [redacted]]

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) [redacted] EXPRESS LANE INSPECTION [redacted] VERIFIED CUSTOMERS CONCERN.PERFORM[redacted] [redacted] [redacted] ACTIVE.OPENEDAND CONTACTED STAR CENTER.SNAP RING FOR BCLUTCH OR K3 CLUTCH POPPED OUT.STATED TOREPLACE THE TRANSMISSION DUE TO HAVING LATESTIMPROVEMENTS.REMOVE AND REPLACE TRANSMISSIONASSY.CHECKED FLUID LEVEL AND PERFORM QUICKLEARN PROCEDURES.TEST DROVE VEHICLE FORVERIFICATION OF REPAIRS GENERAL CONCERN #1 [CUSTOMER STATES VEHICLE DOES NOT DRIVE. A LOUD CLUNKING NOISE WAS HEARD WHEN DRIVING AND THE TRUCK WENT INTO LIMP MODE. WONT ACCELERATE ABOVE [redacted]] MISC DIAG CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES VEHICLE DOES NOT DRIVE. A LOUD CLUNKING NO ISE WAS HEARD WHEN DRIVING AND THE TRUCK WENT INTO LIMP MODE. WONT ACCELERAT E ABOVE [redacted]]

(Claim) Cause:

VERIFIED CUSTOMERS CONCERN.PERFORM [redacted] [redacted] [redacted] ACTIVE.OPENED AND CONTACTED STAR CENTER.SNAP RING FOR B CLUTCH OR K3 CLUTCH POPPED OUT.STA TED TO REPLACE THE TRANSMISSION DUE TO HAVING LATEST IMPROVEMENTS.REMOVE AND REPLACE TRANSMISSION ASSY.CHECKED FLUID LEVEL AND PERFORM QUICK LEARN PROCE DURES.TEST DROVE VEHICLE FOR VERIFICATION OF REPAIRS

(Claim) Correction:

VERIFIED CUSTOMERS CONCERN.PERFORM [redacted] [redacted] [redacted] ACTIVE.OPENED AND CONTACTED STAR CENTER.SNAP RING FOR B CLUTCH OR K3 CLUTCH POPPED OUT.STA TED TO REPLACE THE TRANSMISSION DUE TO HAVING LATEST IMPROVEMENTS.REMOVE AND REPLACE TRANSMISSION ASSY.CHECKED FLUID LEVEL AND PERFORM QUICK LEARN PROCE DURES.TEST DROVE VEHICLE FOR VERIFICATION OF REPAIRS

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)***	3

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	51 [redacted]
[redacted]	200 W GRAND AVE , ELMHURST, IL 60126				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Number*** [redacted]	***Name*** [redacted]	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Mirror, outside rearview (power) ; Right	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	MIRROR	1	X	[redacted]	
A	[redacted]	Mirror, outside rearview (power) ; Right	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]	[redacted]			
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]	MIRROR	1	X	[redacted]	
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Panel, front door ; Complete-Right or left-Monotone			[redacted]	MIRROR	1	X	[redacted]	
A	[redacted]	Panel, front door ; Complete-Right or left-Monotone			[redacted]	[redacted]	[redacted]			
A	[redacted]	Panel, Front Door ; [redacted] Door			[redacted]	MIRROR	1	X	[redacted]	
A	[redacted]	Panel, Front Door ; [redacted] Door			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Panel, Front Door ; Remove and install			[redacted]	MIRROR	1	X	[redacted]	
A	[redacted]	Panel, Front Door ; Remove and install			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Sublet Repair			[redacted]	MIRROR	1	X	[redacted]	
A	[redacted]	Sublet Repair			[redacted]	[redacted]	1		[redacted]	

RO Narratives

(RO) Customer Concern:

VEHICLE WAS DELIVERED WITH DAMAGE TO THE RIGHT FRONT DOOR AND MIRROR

(RO) Cause:

.

(RO) Correction:

LARRY [redacted] REPAIRED THE RIGHT SIDE OF THE TRUCK

(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***	D28R92 - RAM 3500 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	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	[redacted]		

Condition Information

Condition [redacted]	***Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	[redacted] Interval - [redacted] To be used every [redacted] Intervals	MC	MAINTENANCE CARE						[redacted]
[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]
[redacted]	Maintenance Allowance ; TIRE ROTATION								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] BIG HORN 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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] OF ONTARIO, INC.	**Zone**	71	[redacted]
Address	[redacted]					

Condition Information

Condition			Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO						[redacted]
A	85LOAN00	[redacted] ; [redacted]								[redacted]
[redacted]		Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

BACK ORDERED PART [redacted] ON SHOWI NG PART DELIVERY DATE. ; 2) MISSING AM AUTHORIZATION FOR RENTAL DAYS. SEE WAR RANTY BULLETIN [redacted] ; THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FU RTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] CRA28 CHRYSLER.COM , INCLUDE [redacted] & CONCERN.

GCS Narratives

(Claim) Customer Concern:

RENTAL

(Claim) Cause:

RENTAL

(Claim) Correction:

RENTAL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] LIMITED CREW CAB 4X4
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)**	1

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] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	[redacted]	FLUID HIGH OR LOW	6[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]	***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	T - Transportation	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

Labor	[redacted]	***Sublet***	[redacted]	[redacted]	[redacted].00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	RANDY WISE CHRYSLER DODGE JEEP RAM	***Zone***	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Bumper, front ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BUMPER	1	X	[redacted]	$244.99
[redacted]		Bumper, front ; Tow [redacted] Equipped			[redacted]	BUMPER	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:
CS THAT THE FRONT BUMPER DAMAGED ON DELIVERY

(Claim) Cause:
DENTED

(Claim) Correction:
REPLACE FRONT BUMPER

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	3000 NORTH MAIN STREET , GAINESVILLE, FL 32609		

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Road [redacted] ; Basic Prep	[redacted]	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road [redacted] ; Rear Wheel Flares - Both								$50.40
A	[redacted]	Road [redacted] ; Road Test								[redacted]
A	[redacted]	Road diesel [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

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]	**Desc**	**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted] R	Road Ready ; Road Test								
[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

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[redacted] 536

Claim Information

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

Expense

Labor	[redacted]	**Net**	[redacted]	**Part**	[redacted]00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	2584 PRUDEN BLVD , SUFFOLK, VA 23434				

Condition Information

Condition	[redacted]	Desc	Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	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]							

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) 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***	[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

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	63 [redacted]
Address	4181 N US HIGHWAY 259 , LONGVIEW, TX 75605				

Condition Information

Condition [redacted]	[redacted]	***Desc***	[redacted]	[redacted]	***Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***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	4	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CHECK AND TOP OFF DEF FLUID REPLACE MISSING KEY AND FOB - LOST IN SALES -- IC TO UNIT

(RO) Cause:

TOP OFF DEF CUT AND PROGRAM KEY/FOB

(RO) Correction:

25 TOP OFF DEF ADDED DEF TO SYSTEM TOP OFF DEF FLUIE [redacted] AND PROGRAM KEY/FOB 50 PROGRAMMED NEWFOB AND CUT NEW KEY FOR VEHICLE PROGRAM FREIGHT PROGRAM MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**		**Zone**	[redacted]
Address	, ,				

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	[redacted] Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1		120.79	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		48.72	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			05189966AD	FLUID AFT	9		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			05189966AD	FLUID AFT	2		28.66	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] C (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] C (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	6[redacted]	FILTER	1		120.79	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] C (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] C (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] C (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] C [redacted] - Highly Skilled)		CHECK [redacted] SERVICE SO	[redacted]	WIRING	1		428.19	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	$57.32
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FILTER	1		120.79	$57.32
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		48.72	$57.32

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	2		28.66	$57.32
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	
B	[redacted]	[redacted] Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	2166.25	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SENSOR	1		214.10	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		128.96	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	2		28.66	[redacted]
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	BODY ASSY	1	X	2166.25	[redacted]
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] AS66RC/AS68RC[redacted]C (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	SENSOR	1		214.10	[redacted]
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] AS66RC/AS68RC[redacted]C (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	FLUID AFT	2		28.66	[redacted]
B	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace [redacted] Highly Skilled)			[redacted]	BODY ASSY	1	X	2166.25	[redacted]
B	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace [redacted] Highly Skilled)			[redacted]	SENSOR	1		214.10	[redacted]
B	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace [redacted] Highly Skilled)			[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace [redacted] Highly Skilled)			[redacted]	FLUID AFT	2		28.66	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION. DIAG TRANSMISSION SYSTEM CONCERN GEN2

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CAME TO A STOP AND VEHICLE WOULD NO REPLACMENT OF VALVE BODY PER [redacted] RECOMMENDATIONS AF T MOVE IN DRIVE, SWITCHED TO REVERSE VEHICLE MADE TER INITIAL INSTALL. A LOUD BANG NOISE AND VEHICLE WOULD STILL NOT MOVE I N DRIVE CHECK AND ADVISE

(Claim) Cause:

INSTRUCTED TO REMOVE AND REPLACED PREVIOUSLY IN STALLED VALVE BODY ASSEMBLY SINCE [redacted] BELIEVES THE ASSEMBLY IS DEFECTIVE (MOPAR WARRANTY). REPAIR TECH FOUND VEHICLE DOES NOT HAVE FORWARD [redacted] DID NOT [redacted] CUSTOMER CONCERN, SO [redacted] RECOMNEN AD CODES AND FOUND [redacted] LINEAR PRESSURE SOLE DS REMOVING THE TRANSMISSION ASSEMBLY TO DETERMINE NOID 2 CIRCUIT LOW. [redacted] LINEAR SOLENOID CIRCUI POSSIBLE INTERNAL FAILURE, HOWEVER OUR SHOP IS NOT T 5 LOW. FOLLOWED STELLANTIS DIAGNOSIS PROCESS AND WITH [redacted] ASSITANCE (CASE [redacted]), DETERMINED THAT THE VALVE DESIGNED TO LIFT A VEHICLE THIS LARGE, SO SPOK BODY + HARNESS WERE INTERNALLY DEFECTIVE AND NEE E WITH THE AM AND DETERMINED THAT THE VEHICLE WOUL D BE TOWED TO [redacted] [redacted] DING TO BE REPLACED. WILL RE-TEST AFTER REPAIR HAVE BEEN MADE TO VERIFY REPAIRS.

(Claim) Correction:

REPLACED VALVE BODY AGAIN AND INPUT SPEED SENSOR. FI LLED WITH FLUID, [redacted] TED VEHICLE AND FOUND NO CODE REPLACED DEFECTIVE VALVE BODY ASSEMBLY AND INPUT SP EED SENSOR. FILLED WITH TRANSMISSION FLUID AS NECE S BUT VEHICLE STILL HAS NO FORWARD GEARS [redacted] A DVISED TO REMOVE TRANS AND INSPECT K1 SNAP RING PER SSARY, [redacted] TED VEHICLE AND FOUND NO CODES, BUT VE [redacted]. WE ARE UNABLE TO PERFORM REPAIR DUE HICLE STILL HAS NO FORWARD GEARS. [redacted] ADVISED TO HOW TALL THE VEHICLE IS WITH THE BUCKET ON TH TO REPLACE VALVE BODY AGAIN (SEE MOPAR WARRANTY L E BACK. RECOMMEND SEND THE VEHICLE TO ANOTHER DEALER INE BELOW), VEHICLE STILL HAS NO FORWARD GEAR THAT CAN PERFORM THE REPAIR. S. [redacted] RECOMMENS REMOVING TRANS TO INSPECT K1 SNA P RING PER [redacted]. WE ARE UNABLE TO PERFOR M REPAIR DUE TO HOW TALL THE VEHICLE IS WITH TH E BUCKET ON THE BACK. RECOMMEND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	2[redacted]	***Body***	[redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

Labor		[redacted]***et***		[redacted]***rt***	[redacted]00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	CROWLEY CHRY-JEEP-DODGE INC	***Zone***	32	[redacted]	
Address	[redacted]						

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] LIMITED CREW [redacted]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[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]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	BONANZA MOTORS INC [redacted]
Address	[redacted]		

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall [redacted] - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall - Tailgate Latch Alignment [redacted] DJ/D2/DD/DP TRUCKS [redacted] CUMMINS NO START

(RO) Cause:

NA

(RO) Correction:

[redacted] inspected tail gate alignment ok Safety Recall [redacted] - Tailgate Latch Alignment - Inspect Inspect Tailgate Strikers for Alignment (0 - Low Skilled) [redacted] part is on order RAPID RESPONSE TRANSMITTAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] [redacted] BIG HORN [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)**	84

Expense

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

Dealer Information

Code	[redacted]	**Name**	PUEBLO DODGE INC	**Zone**	74 [redacted]
Address	2147 HIGHWAY 50 WEST , PUEBLO, CO 81008				

Condition Information

Condition [redacted]	[redacted]	[redacted]	[redacted] Code	[redacted] Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	[redacted]	FLUID [redacted] 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]
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]-DODGE INC	***Zone***	32	[redacted]
Address	[redacted]						

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	080801PC	Battery ; Check Battery Voltage and Charge Battery - North [redacted] 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:

FINAL INSPECTION BATTERY BELOW [redacted] CHARGE BATTERY

(Claim) Cause:

CHARGE BATTERY

(Claim) Correction:

BATTERY IS ABOVE [redacted] CHARGE AND FINAL INSPECTION DONE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]
Address	6340 HIGHWAY 49 S , PARAGOULD, AR 72450		

Condition Information

Condition [redacted]		***Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	85900040	Road Ready ; Basic [redacted]		NEW VEHICLE PREP						[redacted]
A	[redacted] R	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

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	[redacted]	[redacted]	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	PERFORMANCE CHRYSLER [redacted]	***Zone***	[redacted] DETROIT
Address	1130 AUTO MALL DRIVE , COLUMBUS, OH 43228				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; 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

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	ED MURDOCK CHRYSLER [redacted]	***Zone***	[redacted]
Address	[redacted]		

Condition Information

Condition	[redacted]	[redacted] ***Desc***	***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						
A	[redacted]	Road Ready ; 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

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	***Name***	[redacted]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Tube/gasket/seal, exhaust flange ; [redacted] diesel turbo outlet			[redacted]	RAIL	1	X	[redacted]	
A	[redacted]	Tube/gasket/seal, exhaust flange ; [redacted] diesel turbo outlet			[redacted]	GASKET	[redacted]			
A	[redacted]	Rail, fuel injector ; [redacted] diesel engine	[redacted]	[redacted] /SERVICE SO	[redacted]	RAIL	1	X	1771.00	[redacted]
A	[redacted]	il, fuel injector ; [redacted] diesel engine	[redacted]	[redacted] /SERVICE SO	[redacted]	GASKET	1		103.74	[redacted]

RO Narratives

([redacted]) Customer Concern:

Moved to: [redacted] Line: A CUSTOMER STATES CHECK [redacted] LIGHT PRESENT. SVC EXHAUST SYSTEM MESSAGECAME O[redacted] THEN XEL Moved to: [redacted] Line: B

([redacted]) Cause:

.

([redacted]) Correction:

Moved to: [redacted] Line: [redacted] RO [redacted], Rail, fuel injector - Replace [redacted] diesel engine (2 - Skilled) Moved to: [redacted] Line: B SPLIT RO

([redacted]) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted] LIGHT PRESENT. SVC EXHAUST SYSTEM MESSAGE CAME ON [redacted] THEN XEL

(Claim) Cause:

CEL FAULT [redacted]

(Claim) Correction:

REPLACED FUEL RAIL, NO FURTHER CEL. REPAIR COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT		[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***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Module, Transmission Control [redacted] diesel w/ Allison [redacted] Auto Trans		CHECK [redacted] /SERVICE SO	[redacted]	MODULE	1	X	[redacted]	[redacted]
[redacted]0		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	MODULE	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CEL ON AND STILL NOT SHIFITNG RIGHT. CS WILL GET STUCK IN [redacted]. SHUT OFF TRUCK AND WILL SHIFT FINE FOR A WHILE. CHECK AND ADVISE FOUND [redacted] CODE PRESENT FOR OUTPUT SHAFT SPEED SENSOR HIGH. TESTED ALL RELATED CIRCUITS FOUND NO ISSUES. REPLACED PCM AND CONNECTORS PER DIAG FLOW CHART. PERFORMED QUICK LEARN AND TEST DROVE. VERIFIED TEST DROVE GOOD AFTER REPAIR. [redacted]) [redacted] CHECKUP COMPLETE[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted]E LIGHT IS ON AND IT STILL WILL NOT SHIFT RIGHT. W ILL GET STUCK IN [redacted] HE SHUTS OFF TRUCK AND WILL SHIFT FINE FOR A WHILE.

(Claim) Cause:

DIAGNOSED [redacted] AND DIAGNOSTIC TREE STATES AFTER REPLACING THE PARTS WE HAVE A LREADY INSTALLED, IT STATES TO REPLACE THE TRANSMISSION CONTROL MODULE.

(Claim) Correction:

REPLACED TRANSMISSION CONTROL MODULE AND QUICK LEARNED TRANSMISSION. TEST DRO VE. ISSUE RESOLVED.

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	2208 BANKHEAD HWY , CARROLLTON, GA 30117				

Condition Information

Condition	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Safety Recall [redacted] - Powertrain Control Module ; Replace [redacted] Reprogram (Aisin Transmission Equipped)		UNCODABLE (NARRATIVE REQUIRED)	CSAN[redacted]1AA	MODULE	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

RECALL PERFORM OPEN RRT MULTI POINT INSP PERFORM MULTI POINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	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] 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**	$9,819.89	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] DODGE CHRYSLER JEEP RAM			**Zone**	70 [redacted]
Address	4101 S [redacted] WAY , [redacted] , WA 98409						

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TOC ASSY	1		189.76	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE ASSY	1		310.92	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		158.57	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TUBE ASSY	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	[redacted]			
A	21002766	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	

A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		189.76	$111.05
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE ASSY	1		310.92	$111.05
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	9		158.57	$111.05
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TOC ASSY	1		189.76	$333.14
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TUBE ASSY	1		310.92	$333.14
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	FLUID AFT	9		158.57	$333.14
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	[redacted]

A	[redacted]	[redacted]			[redacted]	TUBE ASSY	1		310.92	[redacted]
A	[redacted]	[redacted] ; Process			[redacted]	COOLER	1		[redacted]	
A	[redacted]	[redacted] ; Process			[redacted]	FLUID AFT	9		158.57	[redacted]
A	[redacted]	[redacted] ; Process			[redacted]	FLUID AFT	3		52.86	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES WHILE DRIVING IT SOUND LIKE THERE ARE ROCKS IN THE TRANSMISSIO N, SHIFTS VERY HARSH

(Claim) Cause:
[redacted]. VEHICLE DOES NOT MOVE IN ANY GEAR. NO LEAKS FOUND. FLUID AT CORRECT LEV EL BUT SMELLS BURNT AND DARK IN COLOR. MONITORED INPUT SPEED SENSOR AND IN G EAR. SHOWS SPINNING WHEN IT SHOULDN'T BE.

(Claim) Correction:
REPLACED TRANSMISSION, COOLER, AND LINES. CLEARED CODES AND ROAD TESTED. OPERA TING AS DESIGNED. AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**		**Zone**	[redacted]
Address	, ,				

Condition Information

Condition [redacted]	[redacted]		**Failure**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								$43.28
A	[redacted] R	Road Ready ; Road Test								[redacted]
A	[redacted]	Road Ready diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) 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	S - Safety (Recalls)	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted] JEEP OF SMOKEY POINT	***Zone***	[redacted]
Address	16610 [redacted] BLVD , ARLINGTON, WA 98223				

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Safety Recall [redacted] - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	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:
[redacted] D Truck Tailgate Latch Align

(Claim) Cause:
.

(Claim) Correction:
FIT AND ALIGNMENT PROPER

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***	$3,318.34	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] JEEP OF SMOKEY POINT	***Zone***	[redacted]
Address	16610 [redacted] BLVD , ARLINGTON, WA 98223				

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	[redacted] Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SENSOR	1		317.22	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID [redacted]	8		141.92	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			05189966AD	FLUID [redacted]	9		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			05189966AD	FLUID [redacted]	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] C (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] C (3 - Highly Skilled)			[redacted]	SENSOR	1		317.22	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] C (3 - Highly Skilled)			[redacted]	FLUID	[redacted]			
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] C (3 - Highly Skilled)			[redacted]	FLUID	[redacted]			
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] C - Highly Skilled)			[redacted]	FLUID	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace [redacted] Highly Skilled)		CHECK [redacted] SERVICE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace [redacted] Highly Skilled)		CHECK [redacted] SERVICE SO	[redacted]	SENSOR	[redacted]			[redacted]
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace [redacted] Highly Skilled)		CHECK [redacted] SERVICE SO	[redacted]	FLUID	[redacted]			[redacted]
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace [redacted] Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID	[redacted]			[redacted]
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace [redacted] Highly Skilled)		CHECK [redacted] SERVICE SO	[redacted]	FLUID	1		17.74	[redacted]

C	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - 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 TRUCK DIED WHILE DRIVING, CHECK ENGINE LIGHT CAME ON AND TRUCK WONT STAY RUNNING.

(Claim) Cause:

SEVERAL [redacted] RELATED TO TRANSMISSION AND POWER DOWN.

(Claim) Correction:

UPDATED ECM SOFTWARE FOR [redacted] FUEL PRESSURE TOO LOW. AS PER [redacted] TO AH ALSO UPDATE[redacted]M TO HIGHEST LEVEL AS PER [redacted] TO AB LEVEL.. ERASED ALL [redacted] BUT ENDED UP WITH RETURN OF [redacted] TRANS RANGE SENSOR PERFORMANCE. THERE ARE [redacted] OF DIAGNOSIS WHICH ALL HAS TO DO WITH WIRING AND CIRCUIT TESTS. TESTING T1, [redacted] T3 AND T 4 CIRCUITS AT [redacted] CONNECTORS AND RANGE SENSOR AND TRANS CONTROLLER AND XY [redacted] CONNECTOR. SO FAR I AM NOT FINDING AN ISSUE WITH WIRING AND ALL TESTS A RE POINTING TO TRANSMISSION RANGE SENSOR SO FAR. REMOVED AND REPLACED TRANS RANGE SELECTOR, ADJ CABLE AND SELECTOR.ERASED [redacted]. PERFORMED QUICK LEARN AND TEST DROVE [redacted] WITHOUT ISSUE SO FAR. [redacted] TEST DERIVE WITH OUT ELECTRICAL ISSUE OR DIE OUT. TRANSMI SSION GOES INTO NEUTRAL FROM DRIVE WHEN POWER BRAKING. PUT VEHICLE ON HOIST WHILE DUPLICATING NEUTRALING CONCER N, TRANSMISSION SHIFT SHAFT DOES NOT APPEAR TO MOVE WHEN CONCERN OCCURS. SUSPE CT POSSIBLE ISSUE WITH MANUAL VALVE IN VALVE BODY ASSEMBLY. REMOVED TRANSMIS SION OIL PAN AND INSPECTED MANUAL VALVE TO SHIFT SHAFT MATING, NO PROBLEMS F OUND. SUSPECT INTERNAL DAMAGE TO EITHER MANUAL VALVE AND/OR MANUAL VALVE BORE. RECOMMEND REPLACE VALVE BODY AND RETEST. REMOVEDTRANSMISSION OIL PAN TO REP LACE VALVE BODY ASSEMBLY, FOUND NEW VALVE BODY HAS DAMAGED SOLENOID THAT IS NOT SERVICEABLE. ORDERED ANOTHER VALVE BODY. INSTALL ED VALVE BODY ASSEMBLY AND TRANSMISSION OIL PAN. FILLED TRANSMISSION FLUID, TRANSMISSION STILL GOING INTO NEUTRAL WITHOUT SHIFTER INPUT. USED TRS ALIGNMENT SPECIAL TOOL AND ADJU STED SHIFTER CABLE. TRANSMISSION NO LONGER SHIFTS INTO NEUTRAL ON ITS OWN. TES T DROVE VEHICLE [redacted], TRANSMISSION OPERATES NORMALLY AT THIS TIME.

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$0.00	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	GLENN E THOMAS COMPANY	**Zone**	[redacted]
Address	2100 E SPRING ST , SIGNAL HILL, CA 90755				

Condition Information

Condition [redacted]	**Desc** [redacted]	**Failure Code**	**Failure Desc**	[redacted]					
[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Other	OD							
	Loaner Car ; High Line Vehicles								

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON CHECK INDICATOR / WARNING LIGHTS RENTAL CAR UBER FOR WARRANTY, MOPAR AND RECALL REPAIRS

(RO) Cause:

INSPECTED, [redacted] THE VEHICLE SCAN

(RO) Correction:

[redacted] - DIAG TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT CAME ON AND VEHICLE HAS NO POWER ON ACCELERATION.

(Claim) Cause:

INSPECTED, [redacted] THE VEHICLE SCAN REPORT IS ATTACHED TO HARD COPY. A ND DID PERFORM T.C.M. FLASH. THE FLUID WAS FOUND BURNT - SUSPECT THAT THE K1 CLUTCH FAILED. ATTACHED THE T.S.B. [redacted] AND THE V.S.R. RECOMMEND TO REPLACE TRANSMISSION [redacted] PART HAS NO CURRENT E.T.A.

(Claim) Correction:

TRANSMISSION HAS NO E.T.A. AND CUSTOMER IS FROM OUT OF STATE. THE VEHICLE WILL BE BEING TOWED OUT OF DEALER BACK TO CUSTOMER'S HOME STATE TO PERFORM REQUI RED REPAIR AT LOCAL DEALER PER CUSTOMER ROCHA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

Claim	[redacted]	**In Service Date**	[redacted]
Claim Type	[redacted]	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	24

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	51 [redacted]
Address	, ,				

Condition Information

Condition [redacted]	[redacted]		**Failure**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**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]								

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS [redacted]) NEW CAR PREP [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

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	3517 NE AUTO MALL DR , VANCOUVER, WA 98662		

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF						[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MUTI-POINT INSPECTION CUSTOMER STATES carplay will not connect to phone [redacted] will drop phone calls please advise CUSTOMER STATES squealing belt whenfirst starting up in morning pleaseadvise [redacted] Warranty Lyft ride

(RO) Cause:

NA

(RO) Correction:

PERFORM MUTI-POINT INSPECTION PERFORM [redacted] INSPECTION CONNECTED AN [redacted] AND A [redacted] PHONEAND VERIFIED SYSTEM IS OPERATING AS DESIGNED.COULD NOT DUPLICATE CUSTOMERS CONCERN AT THISTIME. NO ISSUES FOUND. CUSTOMER STATES carplay will not connect to phone [redacted] will drop phone calls please advise CUSTOMER STATES STARTED VEHICLE AND HEARD NO BELT SQUEAKAND FOUND NO ISSUES WITH BELT OR ANYCOMPONENTS THAT THE BELT ROUTES ON. COULD NOTDUPLICATE CUSTOMERS CONCERN AT THIS TIME. NOISSUES FOUND. CUSTOMER STATES squealingbelt when first starting up in morning please advise CUSTOMER STATES PERFORME [redacted]. REPROGRAMMED PCMFROM [redacted] TO [redacted] WITH AISINTRANSMISSION. RRT COMPLETE. [redacted] General Repair Request - Used for CDK Service RIDESHARE Warranty Lyft ride

(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**	$9,513.12	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] RAM	**Zone**	[redacted]
Address	4101 S [redacted] WAY , [redacted] WA 98409				

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			28.10	$111.05
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TOC ASSY	1		189.76	$111.05
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		308.85	$111.05
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]			28.10	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	COOLER	1		308.85	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Replace automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission, Replace automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Replace automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		189.76	$37.02

A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		308.85	$37.02
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	4		70.48	$37.02
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		128.10	$111.05
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		308.85	$111.05
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	4		70.48	$111.05
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		189.76	$333.14
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	8643.58	$333.14
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	LINESASSY	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	[redacted]

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	TOC ASSY	1		189.76	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	COOLER	1		308.85	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN SHIFTED INTO DRIVE IT STARTED GRINDING AND WOULD NOT MOVE , TOW IN.

(Claim) Cause:

[redacted], FLUID IS DARK AND SMELLED BURNED. NO FORWARD GEAR. MAKES LOUD GRDINI NG NOISE IN DRIVE. REVERSE WORKS NORMAL. METAL IN PAN. .NO LEAKS. INTERNAL F AILURE.

(Claim) Correction:

REPLACED TRANSMISSION, COOLER, AND LINES. PERFORMED EVAC AND CHARGE. CLEARED D TCS AND TEST DROVE OPERATING AS DESIGNED.

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***	$7,181.91	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***		***Zone***	[redacted]
Address	, ,				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[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:

MISC. PERFORM MULTI- POINT VEHICLE INSPECTION MISC.

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS CHECK ENGINE LIGHT CS VEHICLE WILL NOT GO INTO DRIVE VEHICLE WAS TOW ED IN

(Claim) Cause:

DTCS FOR [redacted] [redacted] FO FOUND TRANSMISSION NOT GOING INTO DRIVE FO UND INTERNAL FAILURE IN THE TRANSMISSION AFTE R REPLACING TRANSMISSION NEED TO FOLLOW AND DO UND DTCS [redacted] [redacted] [redacted] INCO THSI TSB RRECT RATIO FOLLOW ED CHRYLSER DIANOSIS FOLLOWED PROCEDURES, AFTER START [redacted] ENGINE RUNNING GO ES INTO LIMP, [redacted] RECOMMEND TO REPLACE TRAN SMISSION

(Claim) Correction:

PERFORM TSB [redacted] A REPROGRAM [redacted] AND QU ICK LEARN REPLACED TRANS ASSEMBLY

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	EXPRESSWAY DODGE INC	**Zone**	51	CHICAGO
Address	[redacted]					

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]		Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Diesel, Check Engine Light - MIL	[redacted]	CHECK [redacted] SERVICE SO						[redacted]
A	[redacted]	Driver Assistance,Trouble Not Found ; Trailer Braking System	OD							[redacted]
C	[redacted]	Charging, Starting and Wiring Systems, Trouble Not Found ; [redacted] Starting/Charging Systems	OD							[redacted]

RO Narratives

(RO) Customer Concern:

customer states trailer brake is inop CUSTOMER STATES CHECK [redacted] E LIGHT IS ON * Quality Control General Concern .5 [CUSTOMER STATESBOUNCE IN [redacted] END [redacted] AND A HEAVY SHIMMY] [redacted] Multi Point inspection CUSTOMER STATES VEHICLE WILL NOT START

(RO) Cause:

CUSTOMER STATES TRAILER BRAKE IS INOP, TRAILER BRAKE IS WORKING AS DESIGNED FOUND COD[redacted] FORDPF EFFICIENCY, PERFORMED FORCED REGEN AND CLEARED CODE FOUND PCM OFFLINE, REMOVED FUSE AND PLUGGED BACK IN, STAR RECOMMEND DUPLICATING CONCERN, COULD NOT DUPLICATE

(RO) Correction:

[redacted] TRAILER BRAKE MODULE IS WORKINGCORRECTLY. NO CODES OR UPDATES. Driver Assistance,TroubleNot Found - No Repair/Trouble Not Found Trailer Braking System ([redacted]) [redacted] NO DAMAGE TO DPF AND PM SENSOR WASREPLACED AT ANOTHER SHOP. PERFORMED A REGENAND CHECKED FOR CODE. TEST SAYS TO REPLACEDPCM. Check Engine Light, Powertrain Related Issues, Trouble Not Found- No Repair/Trouble Not Found Diesel, Check Engine Light - MIL ([redacted]) DIAG TIME * Quality Control TOW BILL QUALITY CONTROL SUBLET REPAIRS [redacted] [redacted] ARE SMOOTH. VEHICLE HAS VERYLITTLE WEIGHT IN REAR CAUSING HOP. General Concern .5 GENERAL CONCER[redacted] Multi Point inspection [redacted] multi point inspection [redacted] Found PCM offline, not waking upwhen attempting to start the vehicle. RemovedFUSE [redacted] to inspect - fuse OK. Reinstalledfuse - PCM came online. All DTC's stored andvehicle starting. Contacted STAR - STARrecommended duplicating the concern andchecking power, ground and BUS WAKE UP to PCM- could not get vehicle to duplicate concern.Returned vehicle to customer. Charging, Starting and Wiring Systems, Trouble Not Found - No Repair/Trouble Not Found [redacted] Starting/Charging Systems [redacted]) CHARGING/CRANKING SYSTEM ELECTRONIC NTF DIAG

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

customer states trailer brake is inop CUSTOMER STATES CHECK ENGINE LIGHT IS ON CUSTOMER STATES VEHICLE WILL NOT START

(Claim) Cause:

CUSTOMER STATES TRAILER BRAKE IS INOP, TRAILER BRAKE IS WORKING AS DESIGNED FOUND CODE [redacted] FOR DPF EFFICIENCY, PERFORMED FORCED REGEN AND CLEARED CODE FOUND PCM OFFLINE, REMOVED FUSE AND PLUGGED BACK IN, STAR RECOMMEND DUPLICATIN G CONCERN, COULD NOT DUPLICATE

(Claim) Correction:

NO DAMAGE TO DPF AND PM SENSOR WAS REPLACED AT ANOTHER SHOP. PERFORMED A REGEN TRAILER BRAKE MODULE IS WORKING CORRECTLY. NO CODES OR UPDATES. AND CHECKED FOR CODE. Found PCM offline, not waking up when attempting to start the vehicle. Removed [redacted]2 to inspect - fuse OK. Reinstalled fuse - PCM came online. All DTC's stored and vehicle starting. Contacted STAR - STAR recommended duplicating the concern and checking power, ground and BUS WAKE UP to PCM - could not get veh icle to duplicate concern. Returned vehicle to customer.

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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	PERFORMANCE CHRYSLER [redacted]	***Zone***	42	[redacted]	
Address	1130 AUTO MALL DRIVE , COLUMBUS, OH 43228						

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	[redacted]	Battery ; Check Battery Voltage and Charge Battery - North [redacted] 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 BATTERY CHARGE FOR PDI / BATTERY LOT MAINTENANCE

(Claim) Cause:

BATTERY CHARGE FOR PDI / BATTERY LOT MAINTENANCE

(Claim) Correction:

STARTING CHARGE LEVEL_47%_____ ENDING CHARGE LEVEL [redacted]_____

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**		**Zone**	71
Address	, ,				

Condition Information

Condition [redacted]	[redacted]		**Failure**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted] R	Road Ready ; Road Test								[redacted]
[redacted]	[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

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	***Coverage***	[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

[redacted]	[redacted]	***Name***	[redacted]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	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]
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**	$6,800.24	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]			**Zone**	66[redacted]
Address	[redacted]						

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	[redacted]	1		237.85	$81.01
[redacted]		Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	68322497AC	COOLER	1		237.85	$486.07
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			26.50	$486.07
A	[redacted]2	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		22.99	$486.07
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	6512.90	$486.07
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]	1		237.85	$81.01
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	6512.90	$81.01
[redacted]3		Oil cooler, external / auxiliary ; All others			[redacted]	[redacted]	1		237.85	$256.54
[redacted]3		Oil cooler, external / auxiliary ; All others			[redacted]	[redacted]			26.50	$256.54
A	[redacted]	Oil cooler, external / auxiliary ; All others			[redacted]	[redacted]			[redacted]	
A	[redacted]3	Oil cooler, external / auxiliary ; All others			[redacted]	TRANSMISS	1	X	6512.90	$256.54
[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]	[redacted]	1		237.85	[redacted]
[redacted]		A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is			[redacted]	[redacted]			[redacted]	

		used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair								
A	[redacted]	A/C [redacted], 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	[redacted]			
A	[redacted]	A/C [redacted], 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]	

RO Narratives

(RO) Customer Concern:

C/S HEARD A LOUD POP, VEHICLE WILL NOT GO FORWARD, 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. RENTAL AKINS RENTAL

(RO) Cause:

[redacted] GEAR 1 [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO THE TRANSMISSION WILL NOT ENGAGE TO MOVE THE VEHICLE FORWARD OR BACKWARDS. CHECKED THE TRANSMISSION FLUID LEVEL AND IT IS IN SPECS. REMOVED THE TRANSMISSION OIL PAN AND FOUND THAT THERE IS HEAVY METAL DEBRIS IN THE FLUID AND THE PAN. SO THE TRANSMISSION NEEDS TO BE REPLACED DUE TO INTERNAL TRANSMISSION FAILURE. RENTAL

(RO) Correction:

REMOVED AND 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, CLEARED CODES, SET TRANSMISSION FLUID LEVEL TO SPEC, PERFORMED QUICKLEARN, AND TEST DROVE. VEHICLE IS OPERATING PROPERLY. Perform Diesel multi-point vehicle inspection and record results on Vehicle Report Card. RENTAL

(RO) Technical Notes:

TRANS WILL NOT GO FORWARD

GCS Narratives

(Claim) Customer Concern:

C/S HEARD A LOUD POP, VEHICLE WILL NOT GO FORWARD, CHECK AND ADVISE C/S HEARD A LOUD POP, VEHICLE WILL NOT GO FORWARD, CHECK AND ADVISE C/S HEARD A LOUD POP, VEHICLE WILL NOT GO FORWARD, CHECK AND ADVISE C/S HEARD A LOUD POP, VEHICLE WILL NOT GO FORWARD, CHECK AND ADVISE

(Claim) Cause:

[redacted] GEAR 1 [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO TH [redacted] GEAR 1 [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO TH [redacted] GEAR [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO TH [redacted] GEAR [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO TH

(Claim) Correction:

REMOVED AND REPLACED THE TRANSMISSION, DRAINED THE COOLING SYSTEM, EVACUATED T REMOVED AND REPLACED THE TRANSMISSION, DRAINED THE COOLING SYSTEM, EVACUATED T REMOVED AND REPLACED THE TRANSMISSION, DRAINED THE COOLING SYSTEM, EVACUATED T REMOVED AND REPLACED THE TRANSMISSION, DRAINED THE COOLING SYSTEM, EVACUATED T

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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	1300 NORTH DIXIE FREEWAY , NEW SMYRNA BEACH, FL 32168		

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Battery ; Check Battery Voltage and Charge Battery - North [redacted] Only	BV	Battery Discharged						[redacted]

RO Narratives

(RO) Customer Concern:

REQUIRED BATTERY RECHARGE

(RO) Cause:

INSPECTED, CHARGED AND THEN TESTED THE 12[redacted] BATTERY WHICH PASSED. FURTHER EXAMINATION FOUND THE BATTERY IS DUE AS PER ROUTINE MAINTENANCE.

(RO) Correction:

ACCESSED THE BATTERY TERMINALS AND RECHARGED THE BATTERY. THE SYSTEM IS NOW OPERATING AS DESIGNED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BATTERY RECHARGE

(Claim) Cause:

REQUIRED

(Claim) Correction:

PERFORMED

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	6[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	Desc	[redacted] Code	[redacted]	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	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 NEW VEHICLE PREPARATION INSPECTION & ROAD TEST SOLD. POD AND TOP OFF DEF

(RO) Cause:

TOP OFF DEF

(RO) Correction:

perform pdi , road test , [redacted] Road Ready Basic Prep ROAD READY 6.7 [redacted] DIESEL EQUIPPED ROAD READY ROAD TEST ROAD READY PREP ROAD READY 6.7 [redacted] DIESEL EQUIPPED ROAD READY ROAD TEST top off def 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:

SOLD. POD AND TOP OFF DEF

(Claim) Cause:

TOP OFF DEF

(Claim) Correction:

TOP OFF DEF

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] 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]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	SUNCOAST CHRYSLER JEEP INC	**Zone**	66[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	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]								

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	[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**	$6,405.60	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	ZEIGLER CHRYSLER DODGE JEEP, LLC	**Zone**	51 [redacted]
[redacted]	208 W GOLF RD , SCHAUMBURG, IL 60195				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] 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	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[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]	
A	[redacted] E	State Labor Allowance			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

VEH HAS NO FOWARD GEARS REV ONLY CODES FOR [redacted] AND [redacted] RATIO ER

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES TRANSMISSION WENT OUT VEHICLE WONT MOVE P LEASE CHECK AND ADVISE]

(Claim) Cause:

VEH HAS NO FOWARD [redacted] ONLY CODES FOR [redacted] AND [redacted] RATIO ERRORS INTE RNAL TRANS FAILED REMOVED [redacted] TRANS [redacted] AND [redacted] REAR DRIVE SHAFT ALONG WITH DEF EQUIPT VEH REPLACED TRANS ASSY PERFORM QUICK LEARN AND TEST DRIVE

(Claim) Correction:

VEH HAS NO FOWARD [redacted] ONLY CODES FOR [redacted] AND [redacted] RATIO ERRORS INTE RNAL TRANS FAILED REMOVED [redacted] TRANS [redacted] AND [redacted] REAR DRIVE SHAFT ALONG WITH DEF EQUIPT VEH REPLACED TRANS ASSY PERFORM QUICK LEARN AND TEST DRIVE

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	[redacted] (PREPNV)	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	0

Expense

Labor	[redacted]	***Sublet***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***		***Zone***	[redacted]
Address	, ,				

Condition Information

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

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	3101 S JEFFERS ST , NORTH PLATTE, NE 69101				

Condition Information

Condition [redacted]	[redacted]	**Desc**	**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Pump, Unit ; 6.7L Diesel	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

Low on Def Message Speed reduced

(RO) Cause:

def crystallization

(RO) Correction:

refer to tsb [redacted]. def pump needs pulled out and checked for crystallization on the level sensor. cannot over fill on def or it can also cause issues with the level sensor. refer to the tsb. removed the def pump and cleaned off level sensor and re installed the pump and test drove. all ok at this time. pcm also needs updated per tsb [redacted] Current Part Number: [redacted] New Part Number: [redacted] performed update per tsb

(RO) Technical Notes:

LOW DEF MESSAGE SPEED REDUCED DEF CRYSTALLIZATION

GCS Narratives

(Claim) Customer Concern:

LOW ON DEF MESSAGE SPEED REDUCED

(Claim) Cause:

DEF CRYSTALLIZATION

(Claim) Correction:

REFER TO TSB [redacted]. DEF PUMP NEEDS PULLED OUT AND CHECKED FOR CRYSTALLIZAT ION ON THE LEVEL SENSOR. CANNOT OVER FILL ON DEF OR IT CAN ALSO CAUSE ISSUES WITH THE LEVEL SENSOR. REFER TO THE TSB. REMOVED THE DEF PUMP AND CLEANED OFF LEVEL SENSOR AND RE INSTALLED THE PUMP AND TEST DROVE. ALL OK AT THIS TIME. PCM ALSO NEEDS UPDATED PER TSB [redacted] CURRENT PART NUMBER [redacted] NE W PART NUMBER [redacted] PERFORMED UPDATE PER TSB

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$887.98	**Part**	$1,506.20	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]

Condition Information

Condition	[redacted]	[redacted]	[redacted]	Desc	Part Number	Part Name	Quantity	Failed	Expense	Expense
A	[redacted]	Decal/name plate/medallion ; Tailgate/liftgate - One or all			[redacted]	PANEL	1		142.83	[redacted]
A	[redacted]	Decal/name plate/medallion ; Tailgate/liftgate - One or all			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Decal/name plate/medallion ; Tailgate/liftgate - One or all			[redacted]	TAILGATE	1	X	[redacted]	
A	[redacted]	Decal/name plate/medallion ; Tailgate/liftgate - One or all			[redacted]	SPOILER	1		[redacted]	
A	[redacted]	Decal/name plate/medallion ; Tailgate/liftgate - One or all			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	[redacted]			[redacted]	PANEL	1		142.83	[redacted]
A		[redacted]				NAMEPLATE	1			
A						TAILGATE	1	X		
A						SPOILER	[redacted]			
A						NAMEPLATE	1			
A		Panel, Tailgate				PANEL	1		142.83	
A		Panel, Tailgate				NAMEPLATE	[redacted]			
A		Panel, Tailgate				TAILGATE	1	X		
A		Panel, Tailgate				SPOILER	1			
A		Panel, Tailgate				NAMEPLATE				
A	23850101	Basic paint preparation				PANEL	[redacted]			
A	23850101	Basic paint preparation				NAMEPLATE	1		103.81	
A	23850101	Basic paint preparation				TAILGATE	1	X		
A	23850101	Basic paint preparation				SPOILER				
A	23850101	Basic paint preparation				NAMEPLATE	1			
A	[redacted]	Tailgate Assembly	[redacted]	DAMAGED		PANEL	[redacted]			
A	[redacted]	Tailgate Assembly	[redacted]	DAMAGED		NAMEPLATE				
A	[redacted]	Tailgate Assembly	[redacted]	DAMAGED		TAILGATE	1	X		
A	[redacted]	Tailgate Assembly	[redacted]	DAMAGED		SPOILER	1			
A	[redacted]	Tailgate Assembly	[redacted]	DAMAGED		NAMEPLATE	[redacted]			
A	[redacted]	Tailgate Assembly ; Panel, tailgate-Refinish-Monotone			[redacted]	PANEL	1		142.83	
A	[redacted]	Tailgate Assembly ; Panel, tailgate-Refinish-Monotone			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Tailgate Assembly ; Panel, tailgate-Refinish-Monotone			[redacted]	TAILGATE	1	X	[redacted]	
A	[redacted]	Tailgate Assembly ; Panel, tailgate-Refinish-Monotone			[redacted]	SPOILER	1		41.04	[redacted]
A	[redacted]	Tailgate Assembly ; Panel, tailgate-Refinish-Monotone			[redacted]	NAMEPLATE	1		[redacted]	

[redacted]		Sublet processing allowance			[redacted]	[redacted]	1		142.83	[redacted]
[redacted]		Sublet processing allowance			[redacted]	[redacted]	1		[redacted]	
[redacted]		Sublet processing allowance			[redacted]	TAILGATE	1	X	497.30	[redacted]
[redacted]		Sublet processing allowance			[redacted]	SPOILER	1		41.04	[redacted]
[redacted]		Sublet processing allowance			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted] 5	Sublet Repair			[redacted] B	[redacted]	1		142.83	[redacted]
A	[redacted] 5	Sublet Repair			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted] 5	Sublet Repair			[redacted]	TAILGATE	1	X	497.30	[redacted]
A	[redacted] 5	Sublet Repair			[redacted]	SPOILER	1		41.04	[redacted]
A	[redacted] 5	Sublet Repair			[redacted]	[redacted]	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

TAILGATE IS DAMAGED RELATED TO TAILGATE RECALL CHRYSLER OWNER RELATIONS APPROVED AS GCONSUMER GOODWILL AND NOTES HAVE BEEN ADDED TO THE SYSTEM

(RO) Cause:

F

(RO) Correction:

[redacted] RIGHT SIDE OF TAILGATE AT TOPDAMAGED FROM FALLING DOWN WHILE DRIVING.SUBLET TO BODY SHOP CAR CENTER CEDAR SPRINGSTO REPLACE0 TAILGATE, HAVE SPRAY ON BEDLINERAPPLIED TO NEW TAILGATE AFTER PAINTINGINCLUDING TINTED CLEAR AND HAD TO HAVE ACTIVECODES CLEARED AFTER TAILGATE REPLACEMENT FORREAR BACK UP CAMERA. PAPER WORK BODY TAILGATE REPLACE TAILGATE ASSEMBLY REPLACE [redacted] REAR DECAL TAILGATE DETRIM CAR CENTER CEDAR SPRINGS INV# PAPER WORK BODY TAILGATE REPLACE TAILGATE ASSEMBLY REPLACE [redacted] REAR DECAL TAILGATE DETRIM MISCELLANEOUS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TAILGATE IS DAMAGED AT PASSENGER TOP CORNER FROM FALLING OPEN WHILE DRIVING, R ELATED TO RECALL ZB8

(Claim) Cause:

PER CHYSLER CUSTOMER CARE AND DM NOTES, TAILGATE IS DAMAGED

(Claim) Correction:

REPLACED TAILGATE ASSEMBLY INCLUDING TRANFERRING PARTS, INSTALLING NEW EMBLEMS , AND HAVING SPRAY ON BEDLINER APPLIED TO TAILGATE.

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	[redacted] PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances.	[redacted]	FLUID [redacted] OR	[redacted]	FLUID	2	X	79.03	[redacted]

RO Narratives

(RO) Customer Concern:

ADD DEF

(RO) Cause:

.

(RO) Correction:

GENERAL - - -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[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)**	6

Expense

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

Dealer Information

Code	[redacted]	**Name**	PERFORMANCE [redacted]	**Zone**	[redacted]
Address	1130 AUTO MALL DRIVE , COLUMBUS, OH 43228				

Condition Information

Condition [redacted]		**Desc**	**Failure Code**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
[redacted]		Battery ; Check Battery Voltage and Charge Battery - North [redacted] 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 BATTERY CHARGE FOR PDI / BATTERY LOT MAINTENANCE

(Claim) Cause:

BATTERY CHARGE FOR PDI / BATTERY LOT MAINTENANCE

(Claim) Correction:

STARTING CHARGE LEVEL_72%_____ ENDING CHARGE LEVEL [redacted]_____

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [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**		**Zone**	51
Address	, ,				

Condition Information

Condition [redacted]		**Failure**	**Failure Desc**	**Part Number**	[redacted] **Name**	**Quantity**	**Failed**	**Expense**	**Expense**
[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] cab chassis only	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]	State Labor Allowance								[redacted]

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection *Free Alignment Check *Not In Warranty Loaner .eneral Concern #1 CUSTOMER STATES THE SERVICE DPF SYSTEM LIGHT IS ON

(RO) Cause:

PERFORM FREE ALIGNMENT CHECK VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE [redacted] WHICH IS RELATED TO REDUCTANT LEVEL SESNOR INTERMITANT. WHICH IS RELATED TO [redacted] LOADED. LOAD STATUS OF THE DIESEL PARTICULATE IS PARTIALLY LOADED, PERFORMED A STATIC REGENERATION PROCESS WITH A BEFORE DIESEL PARTICULATE FILTER LOAD OF [redacted] AND AN AFTER DIESEL PARTICULATE FILTER LOAD OF [redacted]. PERFORMED A REDUCTANT QUALITY TEST AND FOUND IT CLEAN. FURTHER EXAMINATION FOUND SOOT IN THE PARTICULATE FILTER AND SERVICE PROCEDURE REPAIR INSTRUCTIONS RECOMMENDING REGENERATION AND DEF FLUID CRYSTALIZED ON LEVEL SENSOR FROM SITTING.

(RO) Correction:

LOAD STATUS OF THE DIESEL PARTICULATE IS LOADED, PERFORMED A STATIC REGENERATION PROCESS WITH A BEFORE DIESEL PARTICULATE FILTER LOAD OF [redacted] AND AN AFTER DIESEL PARTICULATE FILTER LOAD OF [redacted]. CLEARED ALL DIAGNOSTIC TROUBLE CODES. THE SYSTEM IS NOW OPERATING AS DESIGNED.

(RO) Technical Notes:

SERVICE DPF LIGHT

GCS Narratives

(Claim) Customer Concern:

SERVICE DPF SYSTEM LIGHT ON

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE [redacted] WHICH IS RELATED TO REDUCTANT LEVEL SESNOR INTERMITANT. WHICH IS RELATED TO DPF [redacted] LOADED. L OAD STATUS OF THE DIESEL PARTICULATE IS PARTIALLY LOADED, PERFORMED A STATIC REGENERATION PROCESS WITH A BEFORE DIESEL PARTICULATE FILTER LOAD OF [redacted] A ND AN AFTER DIESEL PARTICULATE FILTER LOAD OF [redacted]. PERFORMED A REDUCTANT QUA LITY TEST AND FOUND IT CLEAN. FURTHER EXAMINATION FOUND SOOT IN THE PARTICUL ATE FILTER AND SERVICE PROCEDURE REPAIR INSTRUCTIONS RECOMMENDING REGENERATI ON AND DEF FLUID CRYSTALIZED ON LEVEL SENSOR FROM SITTING.

(Claim) Correction:

LOAD STATUS OF THE DIESEL PARTICULATE IS LOADED, PERFORMED A STATIC REGENERATI ON PROCESS WITH A BEFORE DIESEL PARTICULATE FILTER LOAD OF [redacted] AND AN AFTER DIESEL PARTICULATE FILTER LOAD OF [redacted]. CLEARED [redacted] . THE SYSTEM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted]	CAB CHASSIS	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	EXPRESSWAY DODGE INC	**Zone**	51	[redacted]	
Address	5531 E INDIANA , EVANSVILLE, IN 47715						

Condition Information

Condition	LOR	LOR Desc	Failure	Failure Desc	[redacted]					
[redacted]	[redacted]3	Driveline/PTU/Transfer Case Mechanical, Trouble Not Found ; Driveshaft	OD							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THERE IS A SHIMMY WHEN DR[redacted]G WITH A TRAILER, CHECK POWERTRAIN ALIGNMENT * Quality Control Perform Check Engine Light Diagnosis General Concern [redacted] [Customer States [redacted] auto inop]

(RO) Cause:

CUSTOMER STATES SHIMMY IN THE REAR, COULD NOT DUPLICATE CONCERN

(RO) Correction:

[redacted] RAISED VEHICLE TO INSPECT CHASSIS -DID NOT FIND ANY CONCERNS PRESENT. NO LOOSEOR DAMAGE COMPONENTS FOUND. Driveline/PTU/Transfer Case Mechanical, Trouble Not Found - No Repair/Trouble Not Found Driveshaft (2 - Skilled) [redacted] COMPLETED QC. * Quality Control QUALITY CONTRO[redacted] [redacted] DTC PRESENT. DTCDIAGNOSTICS LED TO REPLACEMENT OF PM SENSORAND RE-TESTING FOR DTC TO RETURN. ORDERED SENSORS CUSTOMER STATES CHECK ENGINE LIGHT IS ON [redacted] COULD NOT DUPLICATE CONCERN. USEDCUSTOMER CABLE, AND SEPARATE CABLE AS WELL ASBLUE TOOTH - ANDROID AUTO OPERATES NORMALLY. General Concern [redacted] GENERAL CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS A SHIMMY WHEN DR[redacted]G WITH A TRAILER, CHECK POWERTRAI N ALIGNMENT

(Claim) Cause:

CUSTOMER STATES SHIMMY IN THE REAR, COULD NOT DUPLICATE CONCERN

(Claim) Correction:

RAISED VEHICLE TO INSPECT CHASSIS - DID NOT FIND ANY CONCERNS PRESENT. NO LOOS E OR DAMAGE COMPONENTS FOUND.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted]	LIMITED	[redacted]
Build Date	[redacted]	***Plant***	[redacted]	TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]	[redacted]

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	[redacted]	DETROIT
Address	[redacted]				

Condition Information

Condition		***Desc***	***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	8590005R	Road Ready ; 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

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted]	LIMITED [redacted]	CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]	[redacted]

Claim Information

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

Expense

Labor	([redacted]	***Sublet***	[redacted]	***Total Paid***	([redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	[redacted]	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]		***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	[redacted] ***Expense***
[redacted]		Road Ready ; Basic [redacted]		NEW VEHICLE PREP						([redacted]
A	[redacted]R	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

[redacted]	[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	[redacted] (PREPNV)	***Repair Date***	
Claim Status	Paid	***Mileage (Miles)***	0

Expense

Labor	[redacted]	***Sublet***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***		***Zone***	[redacted]
Address	, ,				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								$36.77
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

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	[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)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$1,745.96	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	CROWN DODGE	**Zone**	71	LOS ANGELES	
Address	6300 KING , VENTURA, CA 93003						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1316.43	$109.01
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	SEALER	1		9.95	$109.01
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	6		25.83	$109.01
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FILTER	1		128.50	$109.01
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		51.83	$109.01
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		137.20	$109.01
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		76.22	$109.01
[redacted]	0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEALER	1		[redacted]	
[redacted]	0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FILTER	1		128.50	$218.02
[redacted]	0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	[redacted]			
[redacted]	0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		137.20	$218.02
[redacted]	0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]			[redacted]	FILTER	1		[redacted]	

		; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SEALER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEALER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FILTER	1		128.50	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL ONLY GO IN REVERSE. ADVISE SET TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS PER [redacted] CODE OF REGULATIONS FRONT..... REAR.....

(RO) Cause:

VEHICLE WILL ONLY GO IN REVERSE DTC [redacted] ACTIVE OPEN STAR CASE DUE TO TECHNICAL SERVICE BULLETIN [redacted] TO REMOVE AND INSPECT [redacted] SNAP RING,REMOVE TRANSMSSION AND REMOV [redacted] ASSYMBLY SNAP RING DID COME OUT OF K1 AND SEAL FO [redacted] [redacted] COMP[LETED

(RO) Correction:

REMOVED TRANSMISSION ,CHECKED INPUT SHAFT END PLAY .025" MEASURED REMOVED [redacted] ASSEMBLY AND REPLACED UNIT PER [redacted] RECHECKED INPUT SHAFT END PLAY AND ADJUSTED MEASURE [redacted] " ,REMOVED TRANS PAN AND CHECK FOR ANY DAMAGE FROM SNAP RING THAT WAS NOT IN GROOVE ON [redacted] REPLACED FILTER ADJUSTED FLUID LEVEL PERFORM QUICK LEARN VEHICLE HAS SAME CONCERN FWD WILL NOT ENGAGE , REVERSE WORKS NORMAL AND DTC [redacted] ACTIVE CONTACT STAR TECH SUPPORT RECOMMEND TRANSMISSION REPLACEMENT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL ONLY GO IN REVERSE. ADVISE CUSTOMER STATES VEHICLE WILL ONLY GO IN REVERSE. ADVISE CUSTOMER STATES VEHICLE WILL ONLY GO IN REVERSE. ADVISE CUSTOMER STATES VEHICLE WILL ONLY GO IN REVERSE. ADVISE

(Claim) Cause:

VEHICLE WILL ONLY GO IN REVERSE DTC [redacted] ACTIVE OPEN STAR CASE DUE TO TECH VEHICLE WILL ONLY GO IN REVERSE DTC [redacted] ACTIVE OPEN STAR CASE DUE TO TECH VEHICLE WILL ONLY GO IN REVERSE DTC [redacted] ACTIVE OPEN STAR CASE DUE TO TECH VEHICLE WILL ONLY GO IN REVERSE DTC [redacted] ACTIVE OPEN STAR CASE DUE TO TECH

(Claim) Correction:

REMOVED TRANSMISSION ,CHECKED INPUT SHAFT END PLAY .025" MEASURED REMOVED K1 C REMOVED TRANSMISSION ,CHECKED INPUT SHAFT END PLAY .025" MEASURED REMOVED K1 C REMOVED TRANSMISSION ,CHECKED INPUT SHAFT END PLAY .025" MEASURED REMOVED K1 C REMOVED TRANSMISSION ,CHECKED INPUT SHAFT END PLAY .025" MEASURED REMOVED K1 C

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [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] (PREPNV)	**Repair Date**	
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	([redacted]	**Sublet**	[redacted]	**Part**	[redacted]	**Total Paid**	([redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	[redacted]
Address	, ,				

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						([redacted]
[redacted]		Road Ready ; Rear Wheel Flares - Both								($36.77)
A	[redacted]R	Road Ready ; Road Test								([redacted]
A	[redacted]	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	[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] RAM	**Zone**	[redacted]
Address	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram ([redacted] Transmission)	RF		

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] DJ D2 PCM SoftwareUpdate Inspect and Reprogram PowertrainControl Module [redacted] Transmission [redacted] Hrs

(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***	[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

[redacted]	***Name***	GREENVILLE CHRYSLER [redacted] RAM	[redacted]
Address	5401 INTERSTATE HIGHWAY 30 , GREENVILLE, TX 75402		

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Maintenance Interval - [redacted] B ; To be used every [redacted] Intervals	MC	MAINTENANCE CARE						[redacted]
A	[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]
[redacted]		Maintenance Allowance ; TIRE ROTATION								[redacted]

RO Narratives

(RO) Customer Concern:

Rotate tires DIESEL LUBE,OIL AND FILTER CHANGE-WITH ROTELLA T6 SYNTHETIC OIL Mopar Express Lane Inspection FILL DEF TANK - CUSTOMER WOULD LIKEDEF TOPPED OFF

(RO) Cause:

. .

(RO) Correction:

Rotate tires *[redacted] ROTATION (INCLUDES BRAKE INSPECTION) DIESEL LUBE,OIL AND FILTER CHANGE-WITH ROTELLA T6 SYNTHETIC OIL Mopar Express Lane Inspection FILL DEF TANK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	CREW CAB 4X2
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	$1,388.48	**Sublet**	$9,444.74	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	71	[redacted]
Address	, ,				

Condition Information

Condition	[redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANS	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 [redacted]				
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANS	1	X	9048.62	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		245.36	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANS	1	X	9048.62	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TOC [redacted]				
A	85700001	Digital Imaging ; Process time			[redacted]	TRANS	1	X	9048.62	$156.45
A	85700001	Digital Imaging ; Process time			[redacted]	COOLER	1		245.36	$156.45
A	85700001	Digital Imaging ; Process time			68359847AC	TOC ASSY	1		[redacted]	$156.45

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND WILL NOT GO INTO GEAR

(Claim) Cause:

DUPLICATED CONCERN. FOUND [redacted]. REMOVED OIL PAN AND FOUND LARGE A MOUNT OF METAL IN PAN. RECOMMEND TRANSMISSION , OIL COOLER AND LINES. SUBMIT TED ALL PICTURES AND REPORTS TO STAR CENTER AND MVP MOPAR CENTER. THEY APPRO VED OF REPAIRS.

(Claim) Correction:

REPLACED TRANSMISSION, COOLER AND LINES. TOPPED OFF TRANSMISSION FLUID AND T EST DROVE VEHICLE.

Warranty Claim Report

Vehicle Information

[redacted]	[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)**	8

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	71	[redacted]
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PRE-DELIVERY INSPECTION DETAIL SALES REQUEST NITRO FILL ON ALL [redacted] SALES REQUEST FINISHING TOUCH APPLICATION INSIDE AND OUT [redacted]

(RO) Cause:

PDI PERFORMED. SHEETATTACHED. ROAD TESTPERFORMED INTERNAL DETAIL PERFORMED TECH SET [redacted] TO FACTORY SPEC'S USING NITROFILL PERFORMED FINISHING TOUCH INSIDE AND OUTPAINT AND UPHOLSTERY PROTECTION PER RAM

(RO) Correction:

PRE-DELIVERY INSPECTION DETAIL SALES REQUEST NITRO FILL ON ALL [redacted] SALES REQUEST FINISHING TOUCH APPLICATION INSIDE AND OUT 3 [redacted] COMPLETE CUSTOMER REQUEST CHECK FOR RRT'S

(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	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]	***Zone***	63 [redacted]
Address	11910 IH35 N , [redacted], TX 78233				

Condition Information

Condition [redacted]	[redacted]	***Desc*** [redacted]	***Failure Code***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Maintenance Interval - [redacted] B ; To be used every [redacted] Intervals	MC	MAINTENANCE CARE						[redacted]
A	[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION DIESEL FUEL FILTER REPLACED [redacted] AND FILTER DIESEL DOC STORAGE FEE REPLACED EXPRESS LANE AIR FILTER

(RO) Cause:

. AIR FILTER

(RO) Correction:

COMPLIMENTARY MULTI-POINTVEHICLE INSPECTION DIESEL FUEL FILTER REPLACED [redacted] AND FILTER DIESEL DOC2 DOC STORAGE FEE REPLACED EXPRESS LANE AIRFILTER FIXED DISCOUNT REPLACED EXPRESS LANE AIRFILTER MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28H81 - RAM 3500 BIG HORN MEGA 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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	9621 COORS BLVD NW , ALBUQUERQUE, NM 87114				

Condition Information

Condition Code	LOP	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See [redacted] note for vehicle specific allowances.	[redacted]	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:

COMPLETE[redacted]F FILL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	NIELSEN DODGE CHRYSLER JEEP RAM	**Zone**	[redacted]
Address	175 ROUTE 10 , EAST HANOVER, NJ 07936				

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]	Headlamps and Front End Components								[redacted]
[redacted]	Headlamps and Front End Components	[redacted]	TERMINAL(S) CORRODED						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES HAS DRIVER SIDE FRONT LIGHTING OUT CUSTOMER REQUESTS [redacted] VEHICLE INSPECTION

(RO) Cause:

CONFIRMED CONCERN. CHECKED FOR POWER AND GROUND AT THE HEAD LAMP ON DRIVER SIDE CHECKED THE [redacted] GROUND AND FOUND IT WAS A GOOD GROUND. CHECKED THE [redacted] AND FOUND IT HAS [redacted] ON THE WIRE WHICH IS CAUSING IT TO NOT LIGHT THE BULB. TRACED THE HARNESS OUT AND WHEN GETTING TO THE LEFT FRONT FENDER GROUND WIRES CORRODED IN THE HARNESS AND FOUN[redacted].

(RO) Correction:

REPAIRED WIRES IN HARNESS AND BULB STARTED WORKING. VERIFIED REPAIR. PERFORMED INSPECTION AS REQUESTED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HAS DRIVER SIDE FRONT LIGHTING OUT

(Claim) Cause:

CONFIRMED CONCERN. CHECKED FOR POWER AND GROUND AT THE HEAD LAMP ON DRIVER SI DE CHECKED THE [redacted] GROUND AND FOUND IT WAS A GOOD GROUND. CHECKED THE [redacted] AND FOUND IT HAS [redacted] ON THE WIRE WHICH IS CAUSING IT TO NOT LIGHT TH E BULB. TRACED THE HARNESS OUT AND WHEN GETTING TO THE LEFT FRONT FENDER GRO UND WIRES CORRODED IN THE HARNESS AND FOUN[redacted].

(Claim) Correction:

REPAIRED WIRES IN HARNESS AND BULB STARTED WORKING. VERIFIED 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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]
Address	11550 LBJ FWY , [redacted], TX 75238		

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		47.19	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC[redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC[redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC[redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	9		124.90	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC[redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	GASKET	1		47.19	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] HAS [redacted] TRANSMISSION FLUID PRESSURE LOW. performed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT SHIFT PAST [redacted] KICKS WHEN ACCELERATION

(Claim) Cause:

TECH INSPECTED AND FOUND [redacted] HAS [redacted] TRANSMISSION FLUID PRESSURE LOW. P ERFORMED DIAGNOSTIC AND ISOLATE AND CHECK THE [redacted] LINEAR [redacted] ALL WIRIN G TESTED GOOD TESTED ALL WRING TO [redacted] 5 AND ALL TESTED GOOD.

(Claim) Correction:

TECH REMOVED TRANSMISSION PAN AND RE CED VALVE BODY ASSEMBLY. REASSEMBLED AND TEST DROVE 10 [redacted] AFTER REPAIRS NO CODES CAME BACK.

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**	$2,004.00	**Part**	$10.84	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	CHAPMAN'S LAS VEGAS DODGE L.L.C.	**Zone**	[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 2500-3500 4x4 pick-up only			[redacted]	O-RING	1		33.31	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GASKET	1		40.68	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		8.46	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		23.93	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		29.85	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]			[redacted].38	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269550AA	[redacted]			[redacted].38	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	9		139.24	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	6		92.83	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			04318034AC	SEALER	1		10.10	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68089195AA	[redacted]	1		47.23	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68637534AA	CLUTCHKIT	1	X	1335.95	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06511777AA	BOLT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06506497AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06509166AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GREASE	1		59.24	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		13.01	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		7.46	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	O-RING	1		33.31	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	GASKET	1		40.68	[redacted]

[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEALER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68089195AA	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68269549AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEALER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	LUBRICANT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		17.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEALER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		30.21	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	RACE	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	RACE	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	RACE	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	RACE	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	SEALER	1		[redacted]	[redacted]
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	LUBRICANT	1		[redacted]	[redacted]
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - To Dealer			[redacted]	SEAL RING	1		7.46	$10.84

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION AUTOMATIC TRANSMISSION LYFT CHARGE FOR WARRANTY

(RO) Cause:

NA

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON IN LIMP MOD E TOWED IN

(Claim) Cause:

VERIFIED CONCERN, DTC'S [redacted], [redacted] AND [redacted]. FLUID CLEAN AND FULL. CON TACTED START, STAR CONTACT I.D. NUMBE[redacted], ADVISED TO REPAIR TRANS PER TSB 21-002-23. R&R [redacted] PLATE, R&R [redacted] DRIVE SHAFT, R&R 44-[redacted]SE. REMOVED TRANS AND REPLACED K1 CLUTCH SUB ASSEMBLY. INSTALLED TRANS. FILL ED TRANS. PERFORMED TRANS QUICK LEARN. ROAD TESTED [redacted]. MILEAGE OUT[redacted].

(Claim) Correction:

VERIFIED CONCERN, DTC'S [redacted], [redacted] AND [redacted]. FLUID CLEAN AND FULL. CON TACTED START, STAR CONTACT I.D. NUMBE[redacted], ADVISED TO REPAIR TRANS PER TSB 21-002-23. R&R [redacted] PLATE, R&R [redacted] DRIVE SHAFT, R&R 44-[redacted]SE. REMOVED TRANS AND REPLACED K1 CLUTCH SUB ASSEMBLY. INSTALLED TRANS. FILL ED TRANS. PERFORMED TRANS QUICK LEARN. ROAD TESTED [redacted]. MILEAGE OUT[redacted].

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$2,063.10	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] JECP OF [redacted] PORT RICHEY	**Zone**	66 [redacted]
Address	3939 US HWY 19 , [redacted] PORT RICHEY, FL 34652				

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		21.70	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		35.31	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		35.97	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		36.88	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		27.06	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		22.77	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	2		15.35	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]			[redacted]	RACE	1		[redacted]	

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		35.97	$984.86
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		36.88	$984.86
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		22.77	$984.86
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		30.20	$984.86

		- Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		10.31	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

FREE [redacted] COMPLIMENTARY MULTI-POINT INSPECT DRIVABILITY

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GUEST STATES VEHICLE WILL ONLY MOVE GOING BA CKWARDS, WILL NOT MOVE WHEN IN A FORWARD GEAR. PLEA SE CHECK AND ADVISE

(Claim) Cause:

VERIFIED CONCERN-FOUN[redacted] GEAR RATIO ERROR IN [redacted]-VEHICLE HAS NO 1-2-3-[redacted]-REMOVED TRANSMISSION-FOUND [redacted] SNAP RING BLEW OUT OF [redacted]. FOUN[redacted] FOR THIS CONCERN.

(Claim) Correction:

REPLACED K1 [redacted] ASSEMBLY-REPLACED [redacted]-REPLACED BEARING AND SEALS-REINS TALLED -QUICKLEARNED AND TEST DROVE TO VERIFY REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] CAB CHASSIS [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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	FRED FREDERICK CHRYSLER LAUREL INC	[redacted]	[redacted]
Address	43 [redacted] N BLVD , LAUREL, MD 20707				

Condition Information

Condition		[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	16300104	Propeller shaft, with universal joints ; Transfer Case to Rear Axle	[redacted]	[redacted]-EAR BROKEN	[redacted]	SHAFT	1	X	[redacted]	[redacted]
A	16300104	Propeller shaft, with universal joints ; Transfer Case to Rear Axle	[redacted]	[redacted]-EAR BROKEN	[redacted]	SCREW	2		8.45	[redacted]
A	16300104	Propeller shaft, with universal joints ; Transfer Case to Rear Axle	[redacted]	[redacted]-EAR	[redacted]	BOLT	8		[redacted]	
A	16300104	Propeller shaft, with universal joints ; Transfer [redacted] Rear Axle	[redacted]	[redacted]-EAR	[redacted]	ADHESIVE	1		11.20	[redacted]
B	[redacted]	Shroud, radiator fan ; [redacted] diesel, shroud, radiator side	[redacted]	HOLE MISSING OR OFF LOCATION	[redacted]	SHROUD	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RATTLE IN [redacted] AREA TOWED IN, PROP SHAFT BROKE

(Claim) Cause:

BROKE AT SPLINES INSIDE THE BOOT RADIATOR SIDE SHROUD WAS DEFORMED, APPEARED TO HAVE BEEN SUCKED IN BY [redacted]

(Claim) Correction:

REPLACED PROP SHAFT. REPLACED SHROUD

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] BIG [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	63 [redacted]
Address	4181 N US HIGHWAY 259 , LONGVIEW, TX 75605				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1167.63	[redacted]
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1167.63	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		121.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	05189966AD	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THERE IS A CHECK ENGINE LIGHT ON "FREE" MULTI PT INSPECTION GIVE TRUCK TO TERRI FROST FOR HOLE IN THE BUMPER SEND TO ELITE FOR B&W HITCH

(RO) Cause:

INTERNAL TRANS FAILURE

(RO) Correction:

[redacted] FOUND TRANS WANT MOVE WE THEN R&RTRANS AND TEAR DOWN AND FOUND [redacted] CLUTCHASSEMBLY SANP RING CAME APART THEN FOUND [redacted] WE THEN REPLACED K CLUTCH ASSEMBLYAND INSTALL TRANS AND TEST DRIVE AND TRANSSHIFTING GOOD AT THIS TIME LOPS [redacted] CLUTCH/INPUT SHAFT ASSEMBLY AND REPLACE SNAPRING Transmission, Remove and install for recondition - [redacted] PLATE EQUIPPED K1 CLUTCH/INPUT SHAFT ASSEMBLY AND REPLACE SNAP RING Transmission, Remove and install for recondition - [redacted] PLATE EQUIPPED [redacted] COMPLETED "FREE" MULTI PT INSPECTION INFORMATION [redacted] INSTALLED B&W GOOSENECK HITCH AND [redacted] WIRING HARNESS INSTALLED B&W GOOSENECK HITCH AND [redacted] WIRING HARNESS ****** MAINTENANCE ******

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS A CHECK ENGINE LIGHT ON

(Claim) Cause:

FOUND TRANS WANT MOVE WE THEN R&R TRANS AND TEAR DOWN AND FOUND K1 CLUTCH ASS EMBLY SANP RING CAME APART THEN FOUN[redacted]

(Claim) Correction:

WE THEN REPLACED K CLUTCH ASSEMBLY AND INSTALL TRANS AND TEST DRIVE AND TRANS SHIFTING GOOD AT THIS TIME LOPS [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [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**	$1,724.51	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	71

[redacted]

Condition Information

Condition Code	LOP	LOP Desc	[redacted] Code	[redacted] Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	9		150.37	$71.12
[redacted]		Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	BOLT	6		[redacted]	
[redacted]		Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		[redacted]	
[redacted]		Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	O[redacted]	1		[redacted]	
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	GASKET	1		[redacted]	
[redacted]		Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	1	X	1442.75	$71.12
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		150.37	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			28.30	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	O[redacted]	1		35.97	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	GASKET	1		43.93	[redacted]

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		28.30	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT LOST POWER AND NOW TRANSMISSION WONT GO INTO GEAR PERFORM MULTIPOINT INSPECTION CHECK TIRE PRESSURE Disinfect vehicle and keys before delivering vehicle to customer.

(RO) Cause:

VEH WITH NO FORWARD GEARS, FLUID LEVEL OK, STARTED STAR CASE [redacted], STAR SUGGESTED TO REPAIR TRANS WITH [redacted] Gear 1 Shift Incorrect Ratio- Active [redacted] Shift Incorrect Ratio- Active

(RO) Correction:

SCANNED VEH, TRANS DTCS IN SYSTEM, AVAILABLE [redacted] SOFTWARE UPDATE WITH DRIVABILITY AND SHIFTING ENHANCEMENTS, CHECKED TRANS FLUID, LEVEL OK, ROAD TEST VEH, TRANS SLIPPING IN [redacted] THAN NO ENGAGEMENT. CHECKED TRANS PRESSURE, ALL WITHIN SPECS, STARTED STAR CASE, [redacted], STAR SUGGESTED TO REPAIR TRANS WITH [redacted] REMOVED TRANS FOLLOWED TSB, REMOVED AND REPLACED K1 ASSEMBLE, RESEAL TRANS, INSTALLED TRANS, [redacted] SHAFT, SKID PLATES, ADD FLUID FLASHED [redacted] PERFORMED TRANS QUICK LEARN, ROAD TEST AND CHECKED FOR LEAKS [redacted] -00-0A [redacted] Clutch / Input Shaft Assembly - Inspectand Replace Sub-Assembly(3 - Highly Skilled)2 - Transmission and Transfer Case [redacted] :Labor Operation No: Description Skill CategoryAmount21-00-0A [redacted] Propeller Shaft(3 - Highly Skilled)2 - Transmission and Transfer Case [redacted] - Transmission and Transfer Case [redacted], Flashing from current part number [redacted] targeted part number [redacted] -RT Module, Transmission Control ([redacted]) - Reprogram and Perform Quick Learn Procedure (0 - Introduction) 2 - Automatic Transmission [redacted], PERFORMED MULTIPOINT INSPECTION TIRE TREAD MEASUREMENTS: LF.....RF.....LR.....RR..... ? Provide gloves for all employees who enter a customer vehicle Provide [redacted] effective cleaning supplies.

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES THAT LOST POWER AND NOW TRANSMISSION WONT GO INTO GEAR

(Claim) Cause:
VEH WITH NO FORWARD GEARS, FLUID LEVEL OK, STARTED STAR CASE [redacted]. STA R SUGGESTED TO REPAIR TRANS WITH [redacted] GEAR 1 [redacted] INCO RRECT RATIO- ACTIVE [redacted] GEAR 4 [redacted] INCORRECT RATIO- ACTIVE

(Claim) Correction:
SCANNED VEH, TRANS DTCS IN SYSTEM, AVAILABLE [redacted] SOFTWARE UPDATE WITH DRIVABI LITY AND [redacted]NG ENHANCEMENTS, CHECKED TRANS FLUID, LEVEL OK, ROAD TEST VEH, TRANS SLIPPING IN [redacted] THAN NO ENGAGEMENT. CHECKED TRANS PRESSURE, ALL W ITHIN SPECS, STARTED STAR CASE [redacted]. STAR SUGGESTED TO REPAIR TRANS W ITH [redacted] REMOVED TRANS FOLLOWED TSB, REMOVED AND REPLACED K1 ASSEMB LE, RESEAL TRANS, INSTALLED TRANS [redacted] DRIVE SHAFT, SKID PLATES, ADD FLUI D FLASHED [redacted] PERFORMED TRANS QUICK LEARN, ROAD TEST AND CHECKED FOR LEAKS. 21[redacted]0-A[redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECTAND REPLACE SUB-ASSEMBLY[redacted] HIGHLY SKILLED)2 - TRANSMISSION AND TRANSFER CASE 4.6 [redacted]:LABOR OPERATI ON NO: DESCRIPTION SKILL CATEGORYAMOUNT21-[redacted]0A-[redacted] PROPELLER SH AFT([redacted] HIGHLY SKILLED)2 - TRANSMISSION AND TRANSFER CAS[redacted]. 21-[redacted]0A-[redacted] - TRANSMISSION AND TRANSFER CAS[redacted], FLASHING FROM CURRENT PART NUMBE[redacted] TO TARGETED PART NUMBER 68541 [redacted]. [redacted]RT MODULE, TRANSMISSION CONTROL[redacted]) - REPROGRAM AND PERFOR M QUICK LEARN PROCEDURE (0 - INTRODUCTION) 2 - AUTOMATIC TRANSMISSION 0.4 [redacted].

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R92 - RAM 3500 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)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$7,795.[redacted]	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	JOHNSON AUTO PLAZA INC	[redacted]	[redacted]
Address	12410 EAST 136TH AVENUE , BRIGHTON, CO 80601				

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	7302.38	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOOT	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	[redacted]			
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	[redacted]			
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	7302.38	$31.72
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		163.86	$31.72
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOOT	1		37.05	$31.72

A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7302.38	$95.15
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		163.86	$95.15
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOOT	1		37.05	$95.15
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; One or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; One or [redacted] - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] - Semi-Skilled)			[redacted]	BOOT	1		37.05	$111.01
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)			[redacted]	BOOT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

AUTO.LIVE COURTESY VEHICLE INSPECTION CLIENT STATES THAT THE TRUCK WILL NOT GO FOWARD IN ANY GEARS WAS TOWED IN CK AND ADVISE CLIENT CALLED ROADSIDE TO GET THE TRUCK IN SENT OVER TO PAYMENTS TOOKPAYMENT FOR THE EXTRA TOW DISTANCE THEN THE CLIENT GOT A CALL BACK AN [redacted] LATER THEY HAVE NO COVERAGE FOR THAT AREA ROADSIDE CANCELLED THE TOW ON THE CLIENT CLIENT STATES THAT THE TRUCK IS MAKING A STRANGE NOISE WHEN YOUR CRANKING IT TO START CK AND ADVISE GENERAL SERVICE. PLEASE DESCRIBE THE ISSUE. ABNORMAL NOISE WHEN CRANKING ENGINE. NEED TO UPDATE THE [redacted] SOFTWARE PERTSB CLIENT REQUEST TO HAVE THE DEF TOPPED OFF

(RO) Cause:

TRANSMISSION ASSEMBLY . ABNORMAL NOISE WHEN CRANKING ENGINE. .

(RO) Correction:

AUTO.LIVE COURTESY VEHICLE INSPECTION [redacted] verified vehicle will not moveforward, scanned system, faults [redacted], p0733set, checked trans fluid , level is good, butfluid is discolored for as low of miles thevehicle has on it. tsb [redacted] does apply,but can not perform tsb due to not all partsare available at this time, necessary toreplace transmission assembly. removedtransmission, and replaced unit, (with 4wd,def, skid plate) replaced bypass valve /line assembly. installed unit, per serviceinfo, replace torque converter bolts andfront drive shaft boot. clamps. removed andreplaced trans cooler due to vehicle has verylow miles, and transmission failure . ranengine, verified fluid level,

performed quicklearn, and test drove, verified operation oftransmission , as well as operating temp,scanned system, no faults reset, doublechecked trans fluid level and leak checked. CLIENT STATES THAT THE TRUCK WILL NOT GO FOWARD IN ANY GEARS WAS TOWE[redacted] AND ADVISE T[redacted]SMISSION-T/AXLE CLIENT CALLED ROADSIDE TOGET THE TRUCK IN SENT OVER TO PAYMENTS TOOK PAYMENT FOR THE EXTRA TOWDISTANCE THEN THE CLIENT GOT A CALL BACK AN HOUR LATER THEY HAVE NO COVERAGE FOR THAT AREA ROADSIDE CANCELLED THE TOW ON THE CLIENT TOW BILL RECOMMENDED SERVICE SUBLET REPAIRS [redacted] SEE LINE E [redacted] CONCER[redacted] [redacted] verified there is a slighta

(RO) Technical Notes:

INTERNAL DEFECT ,,,, FAULTS [redacted], [redacted] SET, CHECKED T[redacted]NS FLUID , LEVEL IS GOOD, BUT FLUID ,,,, IS DISCOLORED FOR AS LOW OF MILES THE VEHICLE HAS ON IT. [redacted]3 ,,,,DOES APPLY, BUT CAN NOT PERFORM TSB DUE TO NOT ALL PARTS ARE AVAILABLE ,,,,AT THIS TIME, NECESSARY TO REPLACE T[redacted]SMISSION ASSEMBLY. REMOVED ,,,, T[redacted]SMISSION, AND REPLACED UNIT, (WITH [redacted], DEF, SKID PLATE) REPLACED ,,,, BYPASS VALVE / LINE ASSEMBLY. INSTALLED UNIT, PER SERVICE INFO, REPLACE ,,,, TORQUE CONVERTER BOLTS AND FRONT DRIVE SHAFT BOOT. CLAMPS. REMOVED AND ,,,, REPLACED T[redacted]S COOLER DUE TO VEHICLE HAS VERY LOW MILES, AND ,,,,TR[redacted]MISSION FAILURE . [redacted] [redacted], VERIFIED FLUID LEVEL, PERFORMED ,,,,QUICK LEARN, AND TEST DROVE, VERIFIED OPERATION OF T[redacted]SMISSION , AS ,,,,WELL AS OPERATING TEMP, SCANNED SYSTEM, NO FAULTS RESET, DOUBLE CHECKED ,,,,T[redacted]S FLUID LEVEL AND LEAK CHECKED

GCS Narratives

(Claim) Customer Concern:

CLIENT STATES THAT THE TRUCK WILL NOT GO FOWARD IN ANY GEARS WAS TOWE[redacted] AND ADVISE

(Claim) Cause:

CAUSE: T[redacted]SMISSION ASSEMBLY

(Claim) Correction:

[redacted] VERIFIED VEHICLE WILL NOT MOVE FORWARD, SCANNED SYSTEM, ,,,,FAU LTS [redacted], [redacted] SET, CHECKED T[redacted]S FLUID , LEVEL IS GOOD, BUT FLUID ,,,,IS D ISCOLORED FOR AS LOW OF MILES THE VEHICLE HAS ON IT. [redacted] ,,,,DOES APP LY, BUT CAN NOT PERFORM TSB DUE TO NOT ALL PARTS ARE AVAILABLE ,,,,AT THIS TI ME, NECESSARY TO REPLACE T[redacted]SMISSION ASSEMBLY. REMOVED ,,,,TR[redacted]MISSION, AND REPLACED UNIT, (WITH [redacted], DEF, SKID PLATE) REPLACED ,,,,BYPASS VALVE / LIN E ASSEMBLY. INSTALLED UNIT, PER SERVICE INFO, REPLACE ,,,,TORQUE CONVERTER BO LTS AND FRONT DRIVE SHAFT BOOT. CLAMPS. REMOVED AND ,,,,REPLACED T[redacted]S COOLER DUE TO VEHICLE HAS VERY LOW MILES, AND ,,,,TR[redacted]MISSION FAILURE . [redacted] [redacted] , VERIFIED FLUID LEVEL, PERFORMED ,,,,QUICK LEARN, AND TEST DROVE, VERIFIED O PERATION OF T[redacted]SMISSION , AS ,,,,WELL AS OPERATING TEMP, SCANNED SYSTEM, NO FAULTS RESET, DOUBLE CHECKED ,,,,TR[redacted]S FLUID LEVEL AND LEAK CHECKED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R92 - RAM 3500 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)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$1,779.06	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	JOHNSON AUTO PLAZA INC	[redacted]	[redacted]
Address	12410 EAST 136TH AVENUE , BRIGHTON, CO 80601				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine	[redacted]	[redacted]	[redacted]	FLYWHEEL	1	X	1589.34	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter [redacted] automatic [redacted]mission ; Skid Plate Equipped			[redacted]	FLYWHEEL	1	X	[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			[redacted]	[redacted]	[redacted]	[redacted]	[redacted]70.75	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Propeller Shaft			[redacted]	FLYWHEEL	1	X	1589.34	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Propeller Shaft			[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Propeller Shaft			[redacted]	[redacted]	[redacted]	[redacted]	[redacted]3.97	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] equipped			[redacted]	FLYWHEEL	1	X	[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] equipped			[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	$190.30
A	[redacted]	Flexplate, torque converter drive automatic			[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

		transmission ; 4x4/ AWD equipped								
A	09254467	Flexplate, torque converter drive automatic transmission ; [redacted] equipped 2500-3500 pick-up only				FLYWHEEL	1	X	[redacted]	
A	09254467	Flexplate, torque converter drive automatic transmission ; [redacted] equipped 2500-3500 pick-up only				BOLT	9		[redacted]	
A	09254467	Flexplate, torque converter drive automatic transmission ; [redacted] equipped 2500-3500 pick-up only				BOLT	1		[redacted]	
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - 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:

GENERAL SERVICE. PLEASE DESCRIBE THE ISSUE. ABNORMAL NOISE WHEN CRANKING [redacted]ED TO UPDATE THE TCM SOFTWARE PER [redacted] NE

(Claim) Cause:

PER [redacted] NOISEY...

(Claim) Correction:

[redacted] PER [redacted] [redacted] UP-DATED TCM, PERFORMED QUICK LEARN AND ,,,,TES ,,,,[redacted] VERIFIED THERE IS A SLIGHT ABNORMAL NOISE WHEN CRANKING ,,,,ENG T DRIVE. ********** INE OVER, AFTER [redacted] HAS STARTED , NOISE IS GONE. UP-ON FEATHER ,,,,INSPECT ION, FOUND NOISE IS COMING FROM THE STARTER AREA , CHECKED ,,,,STARTER , STAR TER MOUNTING BOLTS ARE TIGHT. REMOVED INSPECTION PLATE, ,,,,RAN [redacted], FOUND FLEX PLATE HAS ALOT OF RUN OUT, COMPARED TO ANOTHER ,,,,ALIKE VEHICLE. WHEN TRANSMISSION WAS REMOVED , SEE LINE B, REPLACED ,,,,FLEX PLATE , TORQUED TO S PEC, VERIFIED ABNORMAL NOISE IS GONE. ********** **********

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] MEGA CAB 4X4
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***	
Claim Status	Paid	***Mileage (Miles)***	0

Expense

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

Dealer Information

Code	[redacted]	***Name***		***Zone***	[redacted]
Address	, ,				

Condition Information

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

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	BIG [redacted]	CREW [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**	$1,480.89	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	71	[redacted]
Address	, ,				

Condition Information

Condition					Number	Part Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]	6		23.90	$120.35
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		126.99	$120.35
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	4		56.44	$120.35
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	4		56.44	$240.70
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped				CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped				FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped				FLUID AFT	4		56.44	$60.17
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		23.90	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		27.56	[redacted]

RO Narratives

(RO) Customer Concern:

TOWED IN. CUSTOMER STATES TRUCK WILL NOT MOVE FORWARD. HEARD CLUNK TYPE NOISE BEFORE LOST FORWARD MOVEMENT. REVERSE SEEMAS OK. CK ANDADVISE PERFORM COURTESY VEHICLE INSPECTIONINCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____ RF____ LR____ RR____)

(RO) Cause:

NA

(RO) Correction:

[redacted] HAVE CODE GEARRATIO ERRO[redacted]. FOUND[redacted] DID STAR CASE TO SEE IF NEED TODO TSB AND WHAT PARTS TO GET . PULLED APARTAND FRONT CLUTCHES CAME APART AND SEALDAMAGE[redacted] K1 ASSEMBLY REPLACED IT AND PUTTRANS BACK TOGETHER FILLED WIOTH FLUID QUICKLEARNED TEST DROVE ALL OKAY Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) K1 [redacted] SKID PLATE TRANSMISSION ADDON TRANS [redacted] K1 [redacted] SKID PLATE TRANSMISSION ADDON TRANS [redacted] PERFORM COURTESY VEHICLE INSPECTION INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____RF____ LR____ RR____) PERFORM COURTESY VEHICLE INSPECTION INCLUDES: VISUAL INSPECTION OF VEHICLE,TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____ RF____ LR____ RR____)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOWED IN. CUSTOMER STATES TRUCK WILL NOT MOVE FORWARD. HEARD CLUNK TYPE NOISE BEFORE LOST FORWARD MOVEMENT. REVERSE SEEMAS OK. CK AND ADVISE

(Claim) Cause:

HAVE CODE GEARRATIO ERRO[redacted]. FOUND [redacted] DID STAR CASE TO SEE IF NEE D TO DO TSB AND WHAT PARTS TO GET . PULLED APART AND FRONT CLUTCHES CAME APA RT AND SEAL DAMAGED [redacted] K1 ASSEMBLY REPLACED IT AND PUT TRANS BACK TOGETHER FILLED WIOTH FLUID QUICK LEARNED TEST DROVE ALL OKAY

(Claim) Correction:

PULLED APART AND FRONT CLUTCHES CAME APART AND SEAL DAMAGED [redacted] K1 ASSEMBLY REPLACED IT AND PUT TRANS BACK TOGETHER FILLED WIOTH FLUID QUICK LEARNED TEST DROVE ALL OKAY

Warranty Claim Report

Vehicle Information

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

[redacted]	**Name**	[redacted]	**Zone**	[redacted]	
Address	2208 BANKHEAD HWY , CARROLLTON, GA 30117				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Maintenance Interval - [redacted] B ; To be used every [redacted] Intervals	MC	MAINTENANCE CARE						[redacted]
A	[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]

RO Narratives

(RO) Customer Concern:

RECALL GENERAL CONCERN GENERAL CONCERN MULTI POINT INSP PERFORM MULTI POINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

PARTS NOT AVAVIBLE AFTER INSPECTING TECH FOUND DRIVESHAFT TO HAVE NO

(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***	[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

[redacted]	***Name***	[redacted] JEEP RAM	***Zone*** [redacted]
Address	13355 SW 137TH AVE , MIAMI, FL 33186		

Condition Information

Condition [redacted]	[redacted]	***Desc*** [redacted]	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	[redacted]	Maintenance Interval - Schedule B ; To be used every [redacted]	MC	MAINTENANCE CARE						[redacted]
A	[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]

RO Narratives

(RO) Customer Concern:

ESSENTIAL CARE 110 - 1 YR / 2 OIL CHGS ([redacted]) Perform Diesel Oil & Filter Change,Fill Fluids & Tire Pressure To Proper Level

(RO) Cause:

oil change .

(RO) Correction:

[redacted] oil change done ESSENTIAL CARE PLUS - [redacted]S - DIESEL OIL - (EXPIRES [redacted] FROM PURCHASE DATE) ESSENTIAL CARE PLUS - [redacted]S - DIESEL OIL -(EXPIRES [redacted] FROM PURCHASE DATE) Technician validated concern

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[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	K - Road Ready (PREPNV)	**Repair Date**	
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	[redacted]	**Net**	[redacted]	**Part**	[redacted].00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] JEEP OF [redacted]	**Zone**	[redacted]
Address	16413 W MAIN STREET , [redacted], WA 98272				

Condition Information

Condition			Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Road Ready ; Basic Prep	[redacted]	NEW VEHICLE PREP						[redacted]
[redacted]		Road Ready ; Rear Wheel Flares - Both								$48.92
A	8590005R	Road Ready ; Road Test								[redacted]
A	[redacted]	Road Ready diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	JAMES O'NEAL CHRYSLER PLYMOUTH DODGE JEEP EAGLE	**Zone**	[redacted]
Address	1634 HIGHWAY 27 NORTH , BREMEN, GA 30110				

Condition Information

Condition [redacted]	LOP	LOP Desc	[redacted] Code	[redacted] Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	[redacted]	FLUID [redacted] OR LOW	[redacted]	FLUID	2	X	[redacted]	

RO Narratives

(RO) Customer Concern:
CUST REQUESTS REPLACE DEF FLUID

(RO) Cause:
EMPTY

(RO) Correction:
REPLACED DEF FLUID

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	[redacted]	[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**	$7,122.62	**Part**	$250.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	CERRITOS DODGE INC	[redacted]	LOS ANGELES
Address	18803 STUDEBAKER ROAD , CERRITOS, CA 90703				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	[redacted]			
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	7097.57	$250.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]			25.05	$250.00

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Automatic Transmission Concern [CUSTOMER STATES WHILE DRI[redacted]G, THEVEHICLE LOSS ABILITY TO ACCELERATE.VEHICLE SEEMED TO GET STUCK ON [redacted] AND DID NOT WANT TO SHIFT.] Automatic Transmission Concern [CUSTOMER STATES WHEN SHIFTING INTOA GEAR THERE WAS A LOUD CLUNK AND NOW WHEN IN GEAR THE VEHICLE WILL NOT ACCELERATE AT ALL.] SERVICE LANE ALIGNMENT INSPECTION AND TIRE INSPECTION - GUEST PROVIDED WITH INSPECTION RESULTS CHECK, INFLATE AND RECORD [redacted] THE VEHICLE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING. MEASURE TREAD DEPTH AND DOCUMENT READINGS WARRANTY RENTAL VEHICLE-AUTHORIZED BY SERVICE MANAGER / / CERRITOS DODGE COURTESY LOANER CAR

(RO) Cause:

E E E LOANER VEHICLE PROVIDED AS A COURTESY TOGUEST

(RO) Correction:

[redacted] maint completed PERFORM A COMPLIMENTARY MULTI-POINT INSPECTION AND REPORT FINDINGS TO THE ASSIGNED SERVICE ADVISOR PERFORM A COMPLIMENTARY MULTI-POINT INSPECTION ANDREPORT FINDINGS TO THE ASSIGNED SERVICE ADVISO[redacted]5 verified concern. upon vehiclearrival found lack of power in drive .transmission bangs in reverse and when shiftin drive transmission bangs in to gear butdoes not have power. checked transmissionfluid and found level full. check enginelight is on. scanned vehicle and found faultcode active [redacted] Gear 1 Shift IncorrectRatio. performed additional diagnosis.performed wiring and circuit testing as perservice library. performed resistance checkand short to to ground on connector inline[redacted]. found all linear solenoids and shiftsolenoid 1 resistance in spec. removedtransmission oil pan and found ferrous andaluminum present. fluid is mix with debris.further inspection found transmissionassembly has internal mechanical damage.recommend to replace transmission assembly.customer advised. warranty approved repairs.proceed with repairs. vehicle is equippedwith skid plate and 4x4 equipped. removed andreplace transmission assembly. flushedtransmission cooler lines. performed tcmsoftware update current part numb

(RO) Technical Notes:

WILL NOT ACCELERATE

GCS Narratives

(Claim) Customer Concern:

CUST STATES `WHILE DRIVING VEHICLE LOSS ABILITY TO ACCELERATE GETS STUCK ON 3R D [redacted] AND WILL NOT SHIFT

(Claim) Cause:

VERIFIED CONCERN. UPON VEHICLE ARRIVAL FOUND LACK OF POWER IN DRIVE . TRANSMIS SION [redacted] REVERSE AND WHEN SHIFT IN DRIVE TRANSMISSION [redacted] TO [redacted] BUT DOES NOT HAVE POWER. CHECKED TRANSMISSION FLUID AND FOUND LEVEL FULL. CHECK ENGINE LIGHT IS ON. SCANNED VEHICLE AND FOUND FAULT CODE ACTIVE [redacted] INCORRECT RATIO. PERFORMED ADDITIONAL DIAGNOSIS. PERFORMED WIRING AND CIRCUIT TESTING AS PER SERVICE LIBRARY. PERFORMED RESISTANCE CHE CK AND SHORT TO TO GROUND ON [redacted]. FOUND ALL LINEAR SOLEN OIDS AND SHIFT SOLENOID [redacted] IN SPEC. REMOVED TRANSMISSION OIL PAN AND FOUND FERROUS AND ALUMINUM PRESENT. FLUID IS MIX WITH DEBRIS. FURTHER I NSPECTION FOUND TRANSMISSION ASSEMBLY HAS INTERNAL MECHANICAL DAMAGE. RECOMM END TO REPLACE TRANSMISSION ASSEMBLY. CUSTOMER ADVISED. WARRANTY APPROVED REPAIRS. PROCEED WITH REPAIRS. VEHICLE IS EQUIPPED WITH SKID PLATE AND [redacted] E QUIPPED. REMOVED AND REPLACE TRANSMISSION ASSEMBLY. FLUSHED TRANSMISSION COO LER LINES. PERFORMED TCM SOFTWARE UPDATE CURRENT PART NUMBE[redacted] TO TARGETED PART NUMBE[redacted]. VERIFIED TRANSMISSION FLUID IS AT PROPER S PEC. ROAD TEST VEHICLE. PERFORMED VERIFICATION TEST. TEST PASSED. VERIFIED R EPAIRS. VEHICLE IS OPERATING AND SHIFTING PROPERLY LIKE OTHER ALIKE EQUIPP ED VEHICLES.

(Claim) Correction:

VERIFIED CONCERN. UPON VEHICLE ARRIVAL FOUND LACK OF POWER IN DRIVE . TRANSMIS SION [redacted] REVERSE AND WHEN SHIFT IN DRIVE TRANSMISSION [redacted] TO [redacted] BUT DOES NOT HAVE POWER. CHECKED TRANSMISSION FLUID AND FOUND LEVEL FULL. CHECK ENGINE LIGHT IS ON. SCANNED VEHICLE AND FOUND FAULT CODE ACTIVE [redacted] INCORRECT RATIO. PERFORMED ADDITIONAL DIAGNOSIS. PERFORMED WIRING AND CIRCUIT TESTING AS PER SERVICE LIBRARY. PERFORMED RESISTANCE CHE CK AND SHORT TO TO GROUND ON [redacted]. FOUND ALL LINEAR SOLEN OIDS AND SHIFT SOLENOID [redacted] IN SPEC. REMOVED TRANSMISSION OIL PAN AND FOUND FERROUS AND ALUMINUM PRESENT. FLUID IS MIX WITH DEBRIS. FURTHER I NSPECTION FOUND TRANSMISSION ASSEMBLY HAS INTERNAL MECHANICAL DAMAGE. RECOMM END TO REPLACE TRANSMISSION ASSEMBLY. CUSTOMER ADVISED. WARRANTY APPROVED REPAIRS. PROCEED WITH REPAIRS. VEHICLE IS EQUIPPED WITH SKID PLATE AND [redacted] E QUIPPED. REMOVED AND REPLACE TRANSMISSION ASSEMBLY. FLUSHED TRANSMISSION COO LER LINES. PERFORMED TCM SOFTWARE UPDATE CURRENT PART NUMBE[redacted] TO TARGETED PART NUMBE[redacted]. VERIFIED TRANSMISSION FLUID IS AT PROPER S PEC. ROAD TEST VEHICLE. PERFORMED VERIFICATION TEST. TEST PASSED. VERIFIED R EPAIRS. VEHICLE IS OPERATING AND SHIFTING PROPERLY LIKE OTHER ALIKE EQUIPP ED VEHICLES.

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$1,393.08	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	4181 N US HIGHWAY 259 , LONGVIEW, TX 75605				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				GASKET	1		45.79	$148.75
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	3		40.40	$148.75
A	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped				CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped			[redacted]	[redacted]	6		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped			68214914AA	GASKET	1		45.79	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped				FLUID AFT	9		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped				FLUID AFT	3		40.40	[redacted]
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	6		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		121.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		40.40	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Automatic Transmission Concern [CUSTOMER STATES CHECK ENGINE LIGHTIS ON AND ALSO NOT SHIFTING LIKE ITWAS THE [redacted] WANTS TO SLAM COMING OUT OF [redacted] AND [redacted] OR SOMETIMES NOT SHIFT OUT OF [redacted] OR [redacted] CANNOT ESTABLISH PATTERN TO CONCERN CHK AND ADVISE] DEALER RENT--A-CAR PROGRAM

(RO) Cause:

INTERNAL TRANS FAILURE DEALER RENT-A-CAR PROGRAM

(RO) Correction:

[redacted] COMPLETED Multi-point inspection (according to maintenanceinterval) TOW BILL "FREE" MULTI PT INSPECTION SUBLET REPAIRS FOUND TRANS WANT MOVE FORWARDS AREBACKWARDS R&R TRANS TEAR DOWN AND FOUND [redacted] HAD COME APART THEN REPLACED K1 [redacted] ASSEMBLY AND REPLACED SEALS AND GASKETS ANDINSTALL AND FILL WITH FLUID AND TEST DRIVEAND TRANS SHIFTING GOOD AT THIS TIME LOPS [redacted] R&R TRANSMISSION FOR RECONDITIONING Remove and install for recondition [redacted] propeller sha Transmission, Remove and install for recondition - AS68RC/ DEALER RENT--A-CAR PROGRAM RENTAL FEES DEALER RENT--A-CAR PROGRAM MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND ALSO NOT SHIFTING LIKE IT WAS TH E [redacted] WANTS TO SLAM COMING OUT OF [redacted] AND [redacted] OR SOMETIMES N OT SHIFT OUT OF [redacted] OR [redacted] CANNOT ESTABLISH PATTERN TO CONCERN CHK AND ADVIS E

(Claim) Cause:

FOUND TRANS WANT MOVE FORWARDS ARE BACKWARDS R&R TRANS TEAR DOWN AND FOUND K1 [redacted] HAD COME APART

(Claim) Correction:

THEN REPLACED [redacted] [redacted] ASSEMBLY AND REPLACED SEALS AND GASKETS AND INSTALL A ND FILL WITH FLUID AND TEST DRIVE AND TRANS SHIFTING GOOD AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[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	K - Road Ready (PREPNV)	**Repair Date**	
Claim Status	Paid	**Mileage (Miles)**	0

Expense

Labor	([redacted]	**[redacted]let**	[redacted]	**[redacted]rt**	[redacted]00	**Total Paid**	([redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] JEEP OF [redacted]
Address	16413 W MAIN STREET , [redacted], WA 98272		

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	[redacted] Expense	Expense
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						([redacted]
[redacted]		Road Ready ; Rear Wheel Flares - Both								($48.92)
A	[redacted]R	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] 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)**	1

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] RAM	**Zone**	[redacted]
Address	1600 AUTO MALL DR , TURLOCK, CA 95380				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	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:

CUSTOMER STATES TOP OFF DIESEL EXHAUST FLUID (DEF)

(RO) Cause:

STOCK[redacted]

(RO) Correction:

COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TOP OFF DIESEL EXHAUST FLUID (DEF)

(Claim) Cause:

STOCK[redacted]

(Claim) Correction:

COMPLETED

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)***	88

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	32
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure*** [redacted]	***Number*** [redacted]	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]2	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	1	X	39.01	[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 DEF FLUID

(Claim) Cause:

FILLED DEF FLUID

(Claim) Correction:

DEF Fluid Top Off Vehicle Delivery Fill - Cab Chassis Models Only - See LOP no te for vehicle specific allowances.

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	***Name***	ED PAYNE MOTORS LLP	[redacted]	[redacted]
Address	2101 E EXPRESSWAY 83 , WESLACO, TX 78596				

Condition Information

Condition	[redacted]	[redacted] ***Desc***	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
[redacted]		Transmission, Remove and install for recondition [redacted] ; [redacted] equipped			[redacted]	[redacted] T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	7		97.85	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted] T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	21000A91	Transmission, Remove and install for recondition - [redacted] C ; K1 [redacted] Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; K1 [redacted] Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		97.85	[redacted]
B	181905RT	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES VEHICLE WILL NOT MOVE FORWARD OR BACKWARD WHEN SHIFTED INTO GEAR. CHECK AND ADVISE.]

(RO) Cause:

NA

(RO) Correction:

[redacted] CHECKED AND VERIFIED CONCERN; FOUND[redacted], [redacted]; COMPLETED [redacted], REPAIRED K1 CLUTCH. INSPECTED ANDREPLACED SUB ASSEMBLY K1 CLUTC/INPUT SHAFTCOMPLETE[redacted] REV. A FLASHED TCMAND PERFORMED QUICK LEARN [redacted]-RT Automatic Transmission Concern CUSTOMER STATES TRANS IS OPERATING IMPROPERLY TRANSMISSION WON'T SHIFT INTOGEAR TRANSMISSION LEAKING FLUID TRANSMISSION FLUID SMELLS BURNT AND IS DARK IN COLOR TRANSMISSION STAYS IN LOW GEAR TRANSMIS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES VEHICLE WILL NOT MOVE FORWARD OR BACKWARD OR BACKWARD WHEN SHIFTED INTO GEAR. CHECK AND ADVISE.]

(Claim) Cause:

CHECKED AND VERIFIED CONCERN; FOUND [redacted], [redacted];

(Claim) Correction:

COMPLETE[redacted], REPAIRED K1 CLUTCH. INSPECTED AND REPLACED SUB ASSEMB LY K1 CLUTC/INPUT SHAFT COMPLETE[redacted] REV. A FLASHED TCM AND PER FORMED QUICK LEAR[redacted]-RT

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**	$1,201.15	[redacted]	$200.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	JOHNSONS OF KINGFISHER	**Zone**	63	[redacted]	
Address	1801 S MAIN ST , KINGFISHER, OK 73750						

Condition Information

Condition [redacted]		[redacted]	Failure	Failure	Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped				FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; T [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$24.33
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; T [redacted] equipped			[redacted]	[redacted]	6		22.60	$24.33
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; T [redacted] equipped			[redacted]	FLUID AFT	2		26.68	$24.33
[redacted]	1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted] 1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	6		[redacted]	
[redacted]	1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]	[redacted]	FLUID AFT	2		[redacted]	

A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	CLUTCHKIT	1	X	1151.87	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	6		22.60	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	FLUID AFT	2		26.68	[redacted]

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection [Customer States LOST FOWARD GEARS AND HAS REVERSE] Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] DRIVESHAFT SKID PLATE--[redacted] EQUIPPED DIAGNOSIS: DIAGNOSIS: AVIS RENTAL ANEW TRANSPORTATION [redacted] DRIVESHAFT SKID PLATE--[redacted] EQUIPPED DIAGNOSIS: DIAGNOSIS: SUBLET REPAIRS SUBLET REPAIRS [redacted] COURTESY INSPECTION--NO CHARGE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS LOST FORWARD GEARS AND HAS REVERSE

(Claim) Cause:

CLUTCH FAILURE

(Claim) Correction:

CHECKED OVER FOUND COD[redacted] AND VEHICLE WILL NOT MOVE FORWARD. PERFORMED TSB 21[redacted]. REMOVED DRIVE SHAFT[redacted]), SKID PLATE, TRANSFER CASE [redacted] TRAN SMISSION. DISASSEMBLED TRANSMISSION FOUND K1 CLUTCH SNAP RING CAME OUT OF GR OOVE. REPLACED K1 INPUT CLUTCH ASSEMBLY, REASSEMBLED TRANMSSION AND INSTALLE D ALL COMPONENTS, FILLED WITH FLUID AND TEST DROVE. ALL OK. CLEARED CODES

Warranty Claim Report

Vehicle Information

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

[redacted]		**Name**	[redacted]	**Zone**	71 [redacted]
Address	1221 S AUTO CENTER DR , ANAHEIM, CA 92806				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure [redacted]	[redacted]	Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1290.59	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; T[redacted] shaft equipped			[redacted]	[redacted]	6		25.32	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; T[redacted] shaft equipped			[redacted]	[redacted]	8		58.38	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; T[redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; T[redacted] shaft equipped			[redacted]	FLUID AFT	5		74.73	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Towing			[redacted]	CLUTCHKIT	1	X	[redacted]	

A	[redacted]	Towing			[redacted]	BOLT	6		[redacted]
A		Towing				BOLT			
A		Towing				FLUID AFT			
A		Towing				FLUID AFT			

RO Narratives

(RO) Customer Concern:

IN ACCORDANCE WITH THE CALIFORNIA AIR RESOURSES PERFORM MULTIPOINT INSPECTION DRIVABILITY

(RO) Cause:

[redacted]

(RO) Correction:

[redacted]

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CEL ON

(Claim) Cause:

[redacted] CLUTCH SNAP RING CAME OUT

(Claim) Correction:

REPALCE [redacted] ASSY TEST DROVE OPERATION NORMAL

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**	$1,741.52	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	71	[redacted]
[redacted]	[redacted]				

Condition Information

Condition Code	LOP	LOP Desc	[redacted] Code	[redacted] Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]				[redacted]
[redacted]	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	WASHER	1		[redacted]	
[redacted]	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	9		150.37	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	O-RING	1		35.97	[redacted]
[redacted]	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	SEAL RING	1		14.05	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	O-RING	1		35.97	$213.35

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	7		33.02	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		14.05	[redacted]

		- Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1442.75	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT GO INTO FORWARD GEARS BUT WILL GO INTO REVERSE GEAR- HAD VEHICLE TOWED IN- CHECK AND ADVISE PERFORM MULTIPOINT INSPECTION CHECK TIRE PRESSURE Disinfect vehicle and keys before delivering vehicle to customer.

(RO) Cause:

[redacted] Incorrect Ratio- Active [redacted] Gear 2 Shift Incorrect Ratio- Active [redacted] Clutch Snap Ring Repair AVAILABLE PCM SOFTWARE UPDATE

(RO) Correction:

SCANNED VEH, TRANS DTCS IN SYSTEM, AVAILABLE PCM SOFTWARE UPDATE, CHECKED TRANS FLUID, LEVEL OK, NO FORWARD GEARS, PERFORMED [redacted] TSB [redacted] SHAFT, AND SKID PLATES. [redacted], Flashing from current part number [redacted] targeted part number [redacted] RT Module, Transmission Control ([redacted]) - Reprogram and Perform Quick Learn Procedure (0 - Introduction) 2 - Automatic Transmission [redacted] Clutch / Input Shaft Assembly - Inspectand Replace Sub-Assembly(3 - Highly Skilled)2 - Transmissionand Transfer Case4.6 [redacted] CategoryAmount21 [redacted] Propeller Shaft(3 - Highly Skilled)2 - Transmissionand Transfer Case0.2 [redacted] Skid Plate(3 - Highly Skilled)2 - Transmissionand Transfer Case0.3 [redacted] - Highly Skilled)2 - Transmissionand Transfer Case [redacted] PERFORMED MULTIPOINT INSPECTION TIRE TREAD MEASUREMENTS: LF.....RF.....LR.....RR..... ? Provide gloves for all employees who enter a customer vehicle Provide COVID-19 effective cleaning supplies.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT GO INTO FORWARD GEARS BUT WILL GO INTO REVERSE GEAR- HAD VEHICLE TOWED IN- CHECK AND ADVISE

(Claim) Cause:

[redacted] GEAR 1 [redacted] INCORRECT RATIO- ACTIVE [redacted] GEAR [redacted] I NCORRECT RATIO- ACTIVE [redacted] CLUTCH SNAP RING REPAIR AVAILABLE PCM SO FTWARE UPDATE

(Claim) Correction:

SCANNED VEH, TRANS DTCS IN SYSTEM, AVAILABLE PCM SOFTWARE UPDATE, CHECKED TRA NS FLUID, LEVEL OK, NO FORWARD GEARS, PERFORMED [redacted] TSB [redacted] SHAFT, AND SKID PLATES. [redacted], FLASHING FROM CURRENT PART NUMBER 68541292AB T O TARGETED PART NUMBE [redacted] -RT MODULE, TRANSMISSION CONTROL [redacted] M) - REPROGRAM AND PERFORM QUICK LEARN PROCEDURE [redacted]) 2 - AUTOMATIC TRANSMISSION 0.4 [redacted]. 21 [redacted] -0A-91K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECTAND REPLACE SUB-ASSEMBLY(3 - [redacted] SKILLED)2 - TRANSMISSIONAND TR ANSFER [redacted] CATEGORYAMOUNT21- [redacted] PROPELLER SHAFT(3 - [redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE0.2 [redacted] -SKID P LATE(3 - [redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE0.3 [redacted] .21- [redacted] - [redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE 1.2 [redacted]

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)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$1,669.95	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	MC PEEK'S DODGE ANAHEIM	**Zone**	[redacted]
Address	1221 S AUTO CENTER DR , ANAHEIM, CA 92806				

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		74.73	$220.76
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		57.23	$220.76
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		134.51	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		74.73	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		57.23	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1290.59	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		134.51	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		57.23	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MULTIPOINT INSPECTION IN ACCORDANCE WITH THE CALIFORNIA AIR RESOURSES CUSTOMER STATES VEHICLE STALLED OUT WHILE DRIVING

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE STALLED OUT WHILE DRIVING NO POWER AND NO REVERSE. TOWED IN

(Claim) Cause:

NO FORWARD GEAR SNAP RING CAME OUT OF K1 CLUTCH

(Claim) Correction:

REMOVED AND REPLACED K1 CLUTCH ASSEMBLY TEST DROVE VEHICLE OPERATING AS DESIGN ED

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	K - Road Ready (PREPNV)	***Repair Date***	
Claim Status	Paid	***Mileage (Miles)***	0

Expense

Labor	[redacted]	[redacted]	[redacted]	[redacted].00	***Total Paid***	[redacted]	

Dealer Information

Code	[redacted]	***Name***	LITHIA DODGE OF [redacted]
Address	9600 OLD SEWARD HIGHWAY , ANCHORAGE, AK 99515		

Condition Information

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

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	[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**	$213.70	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	51
Address	1801 N ELSON , KIRKSVILLE, MO 63501				

Condition Information

Condition	LOP	Desc	Failure Code	Failure Desc	Part Number	Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Filter/regulator assembly, fuel ; Element, 6.7 liter diesel engine	08	BLOCKED BB	[redacted]	FILTER	1	X	139.23	$23.00
B	[redacted]	Element, filter/water separator ; Element - Water separator, [redacted] diesel engine - Engine Mounted	08	[redacted]	68436631AA	FILTER KI	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

SERVICE ENGINE LIGHT ON CHECKED FUEL FILTERS, FUEL WAS DIRTY AND FILTER WAS HEAVY REPLACED FUEL FILTER [redacted]- DILLON-) SERVICE ENGINE LIGHT ON CHECKED FUEL FILTERS - FUEL WAS DIRTY AND FILTER WAS HEAVY REPLACED FUEL FILTER ([redacted]- DILLON-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON CUSTOMER STATES ENGINE LIGHT ON

(Claim) Cause:

CHECKED FUEL FILTERS- FUEL DIRTY- FILTER HEAVY

(Claim) Correction:

REPLACED FUEL FILTERS, NO CODES RUNNING NORMAL. REPLACED FUEL FILTERS, RUNNING NORMAL NO CODES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [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]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	FAIRFIELD CHRYSLER [redacted]	**Zone**	[redacted]
Address	[redacted]	405 HIGHWAY , MUNCY, PA 17756			

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	9		117.21	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION CONCERN MULTI POINT

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INSPECTION CONCERN

(Claim) Cause:

CHECKED CODES AND FOUN[redacted] GEAR [redacted] INCORRECT RATIO. CHECKED FOR TSB'S AND FOUN[redacted] CLUTCH SNAP RING REPAIR

(Claim) Correction:

INSPECT AND REPLACE CLUTCH SUB ASSEMBLY. SCANNED CODES AFTER 80+ MILE TEST DRI VE AND NO CODES PRESENT

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**	$1,337.95	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	63 [redacted]
Address	4181 N US HIGHWAY 259 , LONGVIEW, TX 75605				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	$24.79
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped			[redacted]	FLUID AFT	4		53.87	$24.79
A	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Inp[redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Inp[redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Inp[redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE LOST ALL FORWARD GEARS. WILL ONLY GO BACKWARDS "FREE" MULTI PT INSPECTION
CUSTOMER CALLED BACK O[redacted] @ [redacted] AND ADDED THAT THE FRONT GRILLE CHROME IS PEELING

(RO) Cause:

SNAP RING CAME APARTINTERNAL TO TRANS Y

(RO) Correction:

[redacted] FOUND TRUCK WANT MOVE FORWARD ORBACKWARDS FOUND [redacted] FOUND [redacted] THEN R&R TRANS FOUND K1 SNAP RINGCAME APART THEN REPLACED K1 INPUT ASSEMBLYAND INSPECTED AND INSTALL AND CHECKED ENDPLAY AND INSTALL TRANS AND TEST DRIVE ANDTRANS SHIFTING GOOD AT THIS TIME LOP [redacted] R&R TRANSMISSION FOR RECONDITIONING Remove and install for recondition [redacted] propeller sha Transmission, Remove and install for recondition - [redacted] / [redacted] COMPLETED "FREE" MULTI PT INSPECTION TOW BILL "FREE" MULTI PT INSPECTION SUBLET REPAIRS [redacted] confirmed customers concern of grillbubbling. part ordered and at [redacted] weeksout Parts on Special Order

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE LOST ALL FORWARD GEARS. WILL ONLY GO BACKWARDS

(Claim) Cause:

FOUND TRUCK WANT MOVE FORWARD OR BACKWARDS FOUND [redacted] FOUN[redacted]

(Claim) Correction:

THEN R&R TRANS FOUND K1 SNAP RING CAME APART THEN REPLACED K1 INPUT ASSEMBLY AND INSPECTED AND INSTALL AND CHECKED END PLAY AND INSTALL TRANS AND TEST DR IVE AND TRANS SHIFTING GOOD AT THIS TIME LOP [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[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]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	NORTH POINT CHRY-JEEP INC	[redacted]	66 [redacted]
Address	7726 NORTHPOINT BLVD , WINSTON-SALEM, NC 27106				

Condition Information

Condition [redacted]	[redacted]	Desc	[redacted] Code	[redacted] Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	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	5	X	[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]	[redacted]	4X4
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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]00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	LARRY H MILLER CHRYSLER JEEP	[redacted]	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Module, Transmission [redacted] (TCM) ; Module, Transmission [redacted] (TCM) - Reprogram; Includes Quicklearn Routine			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002762	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]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE MIL IS ON & THEVEHICLE IS SHIFTING ROUGH. CHECK AND ADVISE.

(RO) Cause:

recal

(RO) Correction:

[redacted] found the vehicle has a hard shift.found dtc [redacted]. found bulletin [redacted]. A. updated the TCM & performed a quicklearn. cleared the codes and drove. found nochange. code [redacted] reset. found slipping infirst [redacted]. check fluid level and conditionand found correct and good. test anddetermined internal failure. removed andreplaced transmission assembly as per fieldrep [redacted]. check fluid level andperformed quick learn. test drove. no codesreset and transmission operating as designed.complete. [redacted]05-RT Module, [redacted] (TCM) - Reprogram and Perform QuickLearn Procedure 0.4 21002712 [redacted] [redacted]0.6hrs [redacted] 21002760 [redacted] Engine

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE MIL IS ON & THE VEHICLE IS SHIFTING ROUGH

(Claim) Cause:

FOUND THE VEHICLE HAS A HARD SHIFT. FOUND [redacted]. FOUND BULLETIN [redacted] REV. A. UPDATED THE TCM & PERFORMED A QUICK LEARN. CLEARED THE CODES AND DRO VE. FOUND NO CHANGE. CODE [redacted] RESET. FOUND SLIPPING IN [redacted]. CHECK FL UID LEVEL AND CONDITION AND FOUND CORRECT AND GOOD. TEST AND DETERMINED INTER NAL FAILURE

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY AS PER FIELD REP [redacted]. CHECK FLUID LEVEL AND PERFORMED QUICK LEARN. TEST DROVE. NO CODES RESET AND TRANSMISSION OPERATING AS DESIGNED. COMPLETE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[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**	$7,539.74	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[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]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted] AFT	4		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TOC ASSY	1		155.31	$93.01
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	7073.99	$93.01
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted] AFT	4		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TOC ASSY	1		155.31	$558.04
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	7073.99	$558.04
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted] AFT	4		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		155.31	$31.00
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted] AFT	4		57.68	$93.01
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		252.76	$93.01

A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]MISS	1	X	7073.99	$93.01
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	[redacted]MISS	1	X	[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	4		[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]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	[redacted]MISS	1	X	7073.99	$279.02
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		252.76	$124.01
A	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]MISS	1	X	[redacted]	[redacted]
B	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES TRUCK WILL NOT MOVE , TOWED FROM [redacted].] Checked for Open Recalls & no open recalls at this time MULTI-POINT "ROAD READY" VEHICLE INSPECTION NEW LOT 10 [redacted] Rental @[redacted]

(RO) Cause:

F F

(RO) Correction:

[redacted] CHECK [redacted]. TEST DRIVE. [redacted] ONLYHAS REVERSE GEAR. CHECK FLUID LEVEL FULL. TOWINTO SHOP AND CHECK CODES. P0731. R&I [redacted]PAN. CHECK FOR DEBRIS HAS LIGHT METAL DEBRISIN PAN. [redacted] HAS INTERNAL CLUTCH FAILURE.CONTACT POWER [redacted] FOR [redacted] REPLACEMENT.THEY APPROVED [redacted] REPLACEMENT WITH COOLERAND COOLER BYPASS VALVE. ORDER [redacted]. [redacted]S ON BACK ORDER. R&R 6-SPD AUTO AISIN AS69RC4X4 [redacted] WITH [redacted] PROP SHAFT. REPLACE[redacted] WITH MOPAR REMAN [redacted]. REPLACE COOLERAND BYPASS VALVE. REPLACE BOLTS PER SERVICEINFORMATION. FLASH [redacted] WITH NEW SOFTWARE FOR[redacted]S SHIFT IMPROVEMENTS PER TSB [redacted] Successfully flashed [redacted] from oldpart number [redacted] current part number68541292AC. TOP OFF FLUID. CLEAR CODES.PERFORM QUICK LEARN. TEST DRIVE. [redacted] SHIFTING NORMAL ALL WORKING WITHIN SPEC' S. Transmission DEF equipped2500-3500 [redacted] pick-up only Transmission, Replace - automatic [redacted]/AWD equipped Transmission, Replace - automatic Skid plate equipped Transmission, Replace - automatic [redacted] shaft equipped Lines, transmission and torque converter oil cooler [redacted] or [redacted] - Semi-Skilled) Oil cooler, external / auxiliary Cooler (2 - Skilled) Transmission, Replace - automatic - Replace [redacted]C (3 - HighlySkilled) ADMINISTRATIVE Module, Transmission [redacted] ([redacted]) - ReprogramModule, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine (0 - Low Skille [redacted] Equipped Skid Plate Equipped Two Piece Propeller ShaftCOOLER LINES ADMINISTRATIVE [redacted] Reviewed with the customer the factthat there are currently no open recalls Checked for Open Recalls & no open recalls at thistime

MULTI- "ROAD READY" VEHICLE INSPECTION INFORMATION ONLY 4 Rental @ Rental Surcharge Rental @ Rental

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK WILL NOT MOVE REPALCED MISSION, CHECKED FOR FLASH UPDATES

(Claim) Cause:

CHECK . TEST DRIVE. ONLY HAS REVERSE GEAR. CHECK FLUID LEVEL FULL. AVAILABLE FOR SHIFT IMPROVMENTS TOW INTO SHO D CHECK CODES. P0731. R&I . CHECK FOR DEBRIS HAS LI GHT METAL DEBRIS IN . HAS INTERNAL CLUTCH FAILURE. CONTACT POWER FOR REPLACEMENT. THEY APPROVED REPLACEMENT WITH COOLER AND CO OLER BYPASS VALVE. ORDER . S IS ON BACK ORDER. R&R AUTO AISIN WITH SHAFT.

(Claim) Correction:

FLASHED TCM EPLACE WITH MOPAR REPLACE COOLER AND BYPASS VALVE. REPLACE BOLTS PER SERVICE INFORMATION. FLASH TCM WITH NEW SOFTWARE FOR S SHIFT IMPROVEMENTS PE REV. A. SUCCESSFULLY FLASHED TCM FROM OLD PART NUMBER 68541292AB TO CURRENT PART NUMBE . TOP OFF FLUID. CLEAR CO DES. PERFORM QUICK LEARN. TEST DRIVE. SHIFTING NORMAL ALL WORKING WITHI N SPEC' S.

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**	LARRY H MILLER CHRYSLER JEEP DODGE	**Zone**	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO						[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRUCK WILL NOT MOVE.

(Claim) Cause:

CHECK [redacted]. TEST DRIVE. [redacted] ONLY HAS REVERSE GEAR. CHECK FLUID LEVEL FULL. TOW INTO SHOP AND CHECK CODES. P0731. R&I [redacted] PAN. CHECK FOR DEBRIS HAS LI GHT METAL DEBRIS IN PAN. [redacted] HAS INTERNAL CLUTCH FAILURE. CONTACT POWER [redacted] FOR [redacted] REPLACEMENT.

(Claim) Correction:

THEY APPROVED [redacted] REPLACEMENT WITH COOLER AND COOLER BYPASS VALVE. ORDER [redacted]. [redacted] IS ON BACK ORDER. R&R 6[redacted] AUTO AISIN [redacted] WITH [redacted] SHAFT. REPLACE [redacted] WITH MOPAR REMAN [redacted]. REPLACE COOLER AND BYPAS S VALVE. REPLACE BOLTS PER SERVICE INFORMATION. FLASH TCM WITH NEW SOFTWARE F OR [redacted] SHIFT IMPROVEMENTS PER TSB 21-030-22 REV. A. SUCCESSFULLY FLASHED TC M FROM OLD PART NUMBER

[redacted] TO CURRENT PART NUMBER 68541292AC. TOP OFF FLUID. CLEAR CODES. PERFORM QUICK LEARN. TEST DRIVE. TRANS SHIFTING NORMAL A LL WORKING WITHIN SPEC' S.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] MEGA 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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	CROWLEY CHRY[redacted]-DODGE INC	***Zone***	32[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	[redacted]	[redacted]	[redacted] ***Desc***	[redacted] ***Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	[redacted]	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:
DEF FLUID WAS LOOW

(Claim) Cause:
ADDED

(Claim) Correction:
FLUID

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] CAB [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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

[redacted]		***Name***	[redacted], IN C	***Zone***	4[redacted]
Address	1320 STATE ROUTE 46 EAST , [redacted], IN 47006				

Condition Information

Condition [redacted]			Failure	Failure		Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		145.60	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		45.57	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	6		71.40	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]2		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	9		33.39	[redacted]
[redacted]2		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		3.71	[redacted]
[redacted]2		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			[redacted]
[redacted]1		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]	[redacted]	HUB	1		145.60	[redacted]
[redacted]1		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]	[redacted]	[redacted]				

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	9		33.39	$492.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

TOWED IN CUSTOMER STATES TRANSMISSION WILL NOT MOVE FORWARD OR REVERSE AGAIN! NOTE: PARTS WHERE ON BACK ORDER PAST 30 [redacted] INSPECT AND VERIFIED CONCERN, DIAGNOSE AND FOUND INTERNAL TRANMISSION ISSUE. R&R TRANSMISSION ASSEMBLY AND DISSASSEMBLE AND FOUND SNAP RIGN POPPED OUT OF [redacted] CLUTCH. PERFORM [redacted] 23 INSPECT AND REPLACE [redacted] CLUTCH INPUT SHAFT AND SUB ASSEMBLY PER BULLITAN. MAKE ALL NECESSARY ADJUSTMENTS AND TOP OFF FLUID LEVELS TO FACTORY SPECS. ROAD TEST AND ALL SYSTEMS OPERATING AS DESIGNED[redacted]) (90) GENERAL INSPECTION[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOWED IN . TRANSMISSION WILL NOT MOVE VEHICLE IN FORWARD OR REVERSE

(Claim) Cause:

SNAP RING POPPED OUT OF THE K1 CLUTCH

(Claim) Correction:

REPLACE K1 CLUTCH INPUT SHAFT AND SUB ASSEMBLY AS PER TSB 21-002-23

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	[redacted]	[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**	$1,504.94	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	74
[redacted]					

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	6		86.86	$84.28
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	6		86.86	$84.28
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	6		86.86	$168.56
[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			28.27	$28.09
[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			28.27	$28.09
[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1250.15	$28.09

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	6		24.53	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	4		28.27	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHEN PUTTING TRUCK INTO GEAR, IT WILL NOT MOVE, IT WILL MAKE LOTS OF GRINDING AND BANGING NOISES - PLESE CHECK AND ADVISE CUSTOMER STATES CHECK ENGINE LIGHT IS ON - PLEASE CHECK AND ADVISE

(RO) Cause:

SERVICE ACTION

(RO) Correction:

[redacted] Verified concern, [redacted]1 is active.Vehicle will not move in forward gear.TSB#21-002-23 applies. Removed transmission.Removed pump and found K1 clutch snap ringdislodged. Inspected clutches, gears, andbearings. Replaced input clutch assembly withkit and installed components. Input shaftendplay is [redacted]. CUSTOMER STATES WHEN PUTTING TRUCK INTO GEAR, IT WILL NOT MOVE, IT WILLMAKE LOTS OF GRINDING ANDBANGING NOISES - PLESE CHECK AND ADVISE DIAGNOSE CUSTOMER CONCERN CUSTOMER STATES CHECK ENGINE LIGHT IS ON - PLEASE CHECK AND ADVISE DIAGNOSE CUSTOMER CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN PUTTING TRUCK INTO GEAR, IT WILL NOT MOVE, IT WILL MAKE LOTS OF GRINDING AND BANGING NOISES

(Claim) Cause:

VERIFIED CONCERN [redacted] IS ACTIVE. VEHICLE WILL NOT MOVE IN FORWARD GEAR. TS [redacted] APPLIES.

(Claim) Correction:

REMOVED TRANSMISSION. REMOVED PUMP AND FOUND K1 CLUTCH SNAP RING DISLODGED. I NSPECTED CLUTCHES, GEARS, AND BEARINGS. REPLACED INPUT CLUTCH ASSEMBLY WITH K IT AND INSTALLED COMPONENTS. INPUT SHAFT ENDPLAY IS [redacted]. ADDED FLUID AND TE ST ATTEMPTED TO TEST DRIVE. VEHICLE WOULD NOT MOVE IN FORWARD OR REVERSE.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	[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

[redacted]	[redacted]	**Name**	[redacted]
Address	12101 35W SOUTH , BURNSVILLE, MN 55337		

Condition Information

Condition [redacted]	[redacted]	[redacted]	[redacted]	[redacted] Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	[redacted]	FLUID HIGH OR LOW	[redacted]	FLUID	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:
EMISSION CONTROL

(RO) Cause:
NA

(RO) Correction:
NA

(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***	D28M92 - RAM 3500 LIMITED CREW CA[redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK [redacted] PLANT	***Coverage Code***	[redacted]

Claim Information

Claim #	[redacted]	***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***	O'DANIEL MOTOR SALES INC [redacted]
Address	5611 ILLINOIS ROAD , FORT WAYNE, IN 46801		

Condition Information

Condition [redacted]		[redacted]	***Failure Desc***	***[redacted] Number***	***[redacted] Name***	***[redacted] Quantity***	***[redacted] Failed***	***[redacted] Expense***	***[redacted] Expense***
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]	[redacted]		38.21	$82.28
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]	3		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	FLUID AFT	8		120.30	$82.28
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	FLUID AFT	8		120.30	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped		[redacted]	[redacted]	[redacted]		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	3		12.74	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		29.37	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	1		47.50	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	9		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	3		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	4		[redacted]	

A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	8		120.30	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	LUBRICANT	1		47.50	[redacted]
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	[redacted]	9		38.21	[redacted]
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	1298.52	[redacted]
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	8		120.30	[redacted]
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	LUBRICANT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	9		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	1298.52	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	LUBRICANT	1		47.50	[redacted]

RO Narratives

(RO) Customer Concern:

CS WAS DRIVNG VERY SLOW WITH A TRAILER AND HEARD A BANG NOISE SO CUSTOMER STOPPED AND PUT VEHICLE INPARK, THEN ATTEMPTED TO PUT IN DRIVE AND VEHICLE WOULD NOT MOVE. HE PUT VEHICLE BACK IN PARK AND SHUT VEHICLE OFF, THEN TURNED BACK ON AND TRIED TO SHIFT INTO DRIVE AND VEHICLE WOULD NOT MOVE. CUSTOMER THEN SHIFTIED INTO REVERSEAND VEHICLE MOVED SLIGHTLY BACK PUTWOULD NOT MOVE IN DRIVE.

(RO) Cause:

STATED

(RO) Correction:

[redacted] STATED VERIFY AND WITEC TEST . PRINTAND SAVE [redacted] . [redacted] AND [redacted] CHECK FORBULLETINS OR STAR CASES NONE APPLY. TEST PERCODE PROCEDURE . CLEAR CODES AND ATTEMPT TODRIVE . CODES COME BACK RIGHT AWAY. THIS TIMEP0731 . TEST PER CODE PROCEDURE . Disconnectthe [redacted] harness connector. Measure theresistance between the Linear Solenoid 1([redacted] and [redacted]) circuits at the [redacted] (Transmission Side) harness connector. NEXTMeasure the resistance between the LinearSolenoid 5 ([redacted] and [redacted]) circuits at theXY107A (Transmission Side) harness connectorNEXT Measure the resistance between theLinear Solenoid 7 ([redacted] and [redacted]) circuits atthe [redacted] (Transmission Side) harnessconnector. CHECK FOR AND DAMAGE TO WIRES ,HARNESS OR CONNECTORS . FROM THE TRANS BACKUP TO THE TCM. OPEN CONNECTORS AT THE FENDERWELL . AREA, TRANS , AND TCM. AND INSPECT FORCORROSION , WATER INFILTRATION. OR HOT SPOTS.NEXT PERFORM EXTENSIVE TESTING OF ALL THECIRCUITS OUTLINED IN SERVICE TESTS. SEE NOTESON TEST PROCEDURE PRINT OUT . ALL TEST WELLAT THIS TIME . TEST WANTS ME TO REPLACE [redacted] BODY AND INTERNAL HARNESS . MAKE STARCASE AN WAS TOLD THIS HAPPENS FROM A K1 SNAPRING THAT POPS OUT OF PLACE . MUST REPLACETRANS . STAR APPROVAL ORDER TRANS . STALANTUSCALLS US AND TELLS US TO PERFORM THE BULLETINTO REPAIR THIS CONCERN. BULLETIN CAME [redacted] . TRUCK CAME IN [redacted] . PERFORM BULLETIN [redacted] . [redacted] Clutch /Input Shaft Assembly - Inspect and ReplaceSub-Assembly . COMPLETE . ALSO FLASH UPDATESTHE TCM Transmission Control . and PerformQuick Learn. Procedure PER BULLETIN [redacted] FLASH TCM TRAN TRAN2 DEF TRAN3 STRAIGHT

(RO) Technical Notes:

PART [redacted] / ORDER [redacted] / ORDER TYPE: SPECIAL / S ATTACHED FOR CLAIM REVIEW, THANK YOU!

GCS Narratives

(Claim) Customer Concern:

CS WAS DRIVNG VERY SLOW WITH A TRAILER AND HEARD A BANG NOISE SO CUSTOMER STO PPED AND PUT VEHICLE IN PARK, THEN ATTEMPTED TO PUT IN DRIVE AND VEHICLE WOUL D NOT MOVE. HE PUT VEHICLE BACK IN PARK AND SHUT VEHICLE OFF,

THEN TURNED BAC K ON AND TRIED TO SHIFT INTO DRIVE AND VEHICLE WOULD NOT MOVE. CUSTOMER THEN SHIFTIED INTO REVERSE AND VEHICLE MOVED SLIGHTLY BACK PUT WOULD NOT MOVE IN DRIVE.

(Claim) Cause:

VERIFY AND WITEC TEST . PRINT AND SAVE VSR. [redacted] AND [redacted] CHECK FOR BULLETI NS OR STAR CASES NONE APPLY. TEST PER CODE PROCEDURE . CLEAR CODES AND ATTEM PT TO DRIVE . CODES COME BACK RIGHT AWAY. THIS TIME [redacted] . TEST PER CODE P ROCEDURE . DISCONNECT THE [redacted] HARNESS CONNECTOR. MEASURE THE RESISTANCE BE TWEEN THE LINEAR SOLENOID 1 ([redacted] AND [redacted]) CIRCUITS AT THE [redacted] (TRANSMISS ION SIDE) HARNESS CONNECTOR. NEXT MEASURE THE RESISTANCE BETWEEN THE LINEAR S [redacted] ([redacted] AND [redacted]) CIRCUITS AT THE [redacted] (TRANSMISSION SIDE) HARNESS CONNECTOR NEXT MEASURE THE RESISTANCE BETWEEN THE LINEAR [redacted] ([redacted] AND [redacted]) CIRCUITS AT THE [redacted] (TRANSMISSION SIDE) HARNESS CONNECTOR. CHECK FO R AND DAMAGE TO WIRES , HARNESS OR CONNECTORS . FROM THE TRANS BACK UP TO TH E TCM. OPEN CONNECTORS AT THE FENDER WELL . AREA, TRANS , AND TCM. AND INSPEC T FOR CORROSION , WATER INFILTRATION. OR HOT SPOTS. NEXT PERFORM EXTENSIVE TE STING OF ALL THE CIRCUITS OUTLINED IN SERVICE TESTS. SEE NOTES ON TEST PROCED URE PRINT OUT . ALL TEST WELL AT THIS TIME . TEST WANTS ME TO REPLACE THE VAL VE BODY AND INTERNAL HARNESS . MAKE STAR CASE AN WAS TOLD THIS HAPPENS FROM A K1 SNAP RING THAT POPS OUT OF PLACE . MUST REPLACE TRANS . STAR APPROVAL

(Claim) Correction:

ORDER TRANS .STELLANTIS CALLS US AND TELLS US TO PERFORM THE BULLETIN TO REPAI R THIS CONCERN. BULLETIN CAME OUT [redacted] . TRUCK CAME IN [redacted] . PERFORM BULLETIN [redacted] . K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AN D REPLACE SUB-ASSEMBLY . COMPLETE . ALSO FLASH UPDATES THE TCM TRANSMISSION C ONTROL . AND PERFORM QUICK LEARN. PROCEDURE PER BULLETIN [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] LIMITED CREW CAB 4X4
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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	O'DANIEL MOTOR SALES INC	[redacted]	[redacted]
Address	5611 ILLINOIS ROAD , FORT WAYNE, IN 46801				

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE						[redacted]
[redacted]		Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS WAS DRIVNG VERY SLOW WITH A TRAILER AND HEARD A BANG NOISE SO CUSTOMER STO PPED AND PUT VEHICLE IN PARK, THEN ATTEMPTED TO PUT IN DRIVE AND VEHICLE WOUL D NOT MOVE. HE PUT VEHICLE BACK IN PARK AND SHUT VEHICLE OFF, THEN TURNED BAC K ON AND TRIED TO SHIFT INTO DRIVE AND VEHICLE WOULD NOT MOVE. CUSTOMER THEN SHIFTIED INTO REVERSE AND VEHICLE MOVED SLIGHTLY BACK PUT WOULD NOT MOVE IN DRIVE. (CONTINUATION CLAIM FOR ADDITIONAL RENTAL DAYS FOR CLAIM [redacted])

(Claim) Cause:

VERIFY AND WITEC TEST . PRINT AND SAVE VSR. [redacted] AND [redacted] CHECK FOR BULLETI NS OR STAR CASES NONE APPLY. TEST PER CODE PROCEDURE . CLEAR CODES AND ATTEM PT TO DRIVE . CODES COME BACK RIGHT AWAY. THIS TIME [redacted] . TEST PER CODE P ROCEDURE . DISCONNECT THE [redacted] HARNESS CONNECTOR. MEASURE THE RESISTANCE BE TWEEN THE LINEAR SOLENOID 1 ([redacted] AND [redacted]) CIRCUITS AT THE [redacted] (TRANSMISS ION SIDE) HARNESS CONNECTOR. NEXT MEASURE THE RESISTANCE BETWEEN THE LINEAR S [redacted] ([redacted] AND [redacted]) CIRCUITS AT THE [redacted] (TRANSMISSION SIDE)

HARNESS CONNECTOR NEXT MEASURE THE RESISTANCE BETWEEN THE LINEAR SOLENOID 7 ([redacted] AND [redacted]) CIRCUITS AT THE [redacted] ([redacted]MISSION SIDE) HARNESS CONNECTOR. CHECK FO R AND DAMAGE TO WIRES , HARNESS OR CONNECTORS . FROM THE [redacted] BACK UP TO TH E TCM. OPEN CONNECTORS AT THE FENDER [redacted], [redacted], AND TCM. AND INSPEC T FOR CORROSION , WATER INFILTRATION. OR HOT SPOTS. NEXT PERFORM EXTENSIVE TE STING OF ALL THE CIRCUITS OUTLINED IN SERVICE TESTS. SEE NOTES ON TEST PROCED URE PRINT OUT . ALL TEST WELL AT THIS TIME . TEST WANTS ME TO REPLACE THE VAL VE BODY AND INTERNAL HARNESS . MAKE STAR CASE AN WAS TOLD THIS HAPPENS FROM A K1 SNAP RING THAT POPS OUT OF PLACE . MUST REPLACE [redacted] . STAR APPROVAL (CO NTINUATION CLAIM FOR ADDITIONAL RENTAL DAYS FO[redacted])

(Claim) Correction:

ORDER [redacted] .STELLANTIS CALLS US AND TELLS US TO PERFORM THE BULLETIN TO REPAI R THIS CONCERN. BULLETIN CAME OUT [redacted] . TRUCK CAME IN [redacted] [redacted] 2 . PERFORM BULLETIN [redacted] . K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AN D REPLACE SUB-ASSEMBLY . COMPLETE . ALSO FLASH UPDATES THE TCM [redacted]MISSION C ONTROL . AND PERFORM QUICK LEARN. PROCEDURE PER BULLETIN [redacted] (CONTINUAT ION CLAIM FOR ADDITIONAL RENTAL DAYS FOR [redacted])

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] LIMITED CREW CAB 4X4
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]	**Zone**	66 [redacted]
Address	53 HOLLZ PARKWAY , NEWNAN, GA 30265				

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Paired	Expense	Expense
A	[redacted] Front end and rear wheel ; Front end alignment	LL	LEADS LEFT						[redacted]
[redacted]	[redacted] Authorization ; Authorization								[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES REAR TURN SIGNAL LIGHTS SHOW TO BE OUT CUSTOMER STATES TRACTION CONTROL LIGHT STAYS ON CUSTOMER STATES STEERING WHEEL OFF CENTER TO THE LEFT PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER REQUEST.

(RO) Cause:

ADDED SALES CODES AND UPDATED BCM STEERING ANGLE SENSOR OUT OF RANGE ALIGNMENT OUT OF ADJUSTMENT

(RO) Correction:

OPERATING PROPERLY AT THIS TIME CORRECTED WITH ALIGNMENT SEE [redacted] PERFORM FRONT END ALIGNMENT COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES REAR TURN SIGNAL LIGHTS SHOW TO BE OUT

(Claim) Cause:

ADDED SALES CODES AND UPDATED BCM

(Claim) Correction:

OPERATING PROPERLY AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[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] (PREPNV)	**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] OF [redacted]	**Zone**	[redacted]
Address	2551 STATE ROUTE 40 , GREENWICH, NY 12834				

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted]	Road Ready ; Rear Wheel Flares - Both								$33.90
A	[redacted] R	Road Ready ; Road Test								[redacted]
A	[redacted]	Road Ready ; diesel equipp[redacted]								

RO Narratives

(RO) Customer Concern:
COMPLETE NEW VEHICLE PREP FROM FACTORY.

(RO) Cause:
PREPARE VEHICLE FOR SALE

(RO) Correction:
PERFORMED NEW VEHICLE PDI AS PER REQUEST.

(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***	[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***	$6,626.57	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	COURTESY CHRYSLER DODGE JEEP RAM	***Zone***	[redacted]
Address	1890 DOGWOOD DR SE , CONYERS, GA 30013				

Condition Information

Condition [redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
[redacted]	[redacted], Transmission Control ; [redacted] diesel w/ [redacted]			[redacted]	BODY ASSY	1	X	[redacted]	
[redacted]	[redacted], Transmission Control ; [redacted] diesel w/ [redacted]			[redacted]	WIRING	1		[redacted]	
[redacted]	[redacted], Transmission Control ; [redacted] diesel w/ [redacted]			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted], Transmission Control ; [redacted] diesel w/ [redacted]			[redacted]	CONVERTER	1		3284.52	[redacted]
[redacted]	[redacted], Transmission Control ; [redacted] diesel w/ [redacted] Trans			[redacted]	MODULE	[redacted]			[redacted]
[redacted]	Transmission, Remove and install for repair - [redacted] ; [redacted] Series			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for repair - [redacted] ; [redacted] Series			[redacted]	WIRING	1		416.30	[redacted]
[redacted]	Transmission, Remove and install for repair - [redacted] ; [redacted] Series			[redacted]	FLUID AFT	3		163.59	[redacted]
[redacted]	Transmission, Remove and install for repair - [redacted] ; [redacted] Series			[redacted]	CONVERTER	1		3284.52	[redacted]
[redacted]	Transmission, Remove and install for repair - [redacted] ; [redacted] Series			[redacted]	MODULE	1		633.16	[redacted]
[redacted]	Transmission, Remove and install for repair - [redacted] ; Two piece propeller shaft equipped			[redacted]	BODY ASSY	1	X	[redacted]	
[redacted]	Transmission, Remove and install for repair - [redacted] ; Two piece propeller shaft equipped			[redacted]	WIRING	1		416.30	[redacted]

A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted] shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted] shaft equipped			[redacted]	CONVERTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; Two piece propeller shaft equipped			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD [redacted] w [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD [redacted] w [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD [redacted] w [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD [redacted] w [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	CONVERTER	1		[redacted]	
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD [redacted] w [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted]			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted]			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted]			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted]			[redacted]	CONVERTER	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted]			[redacted]	MODULE	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	WIRING	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	CONVERTER	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Valve Body			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Valve Body			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Valve Body			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Valve Body			[redacted]	CONVERTER	1		[redacted]	

A	[redacted]	[redacted] Body			[redacted]	MODULE	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE SO	[redacted]	BODY ASSY	1	X	2129.00	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	WIRING	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE SO	[redacted]	CONVERTER	1		[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE SO	[redacted]	MODULE	1		[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	1		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	CONVERTER	1		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	MODULE	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

23 POINT INSPECTION DIESEL/[redacted] CONCERN 23 POINT INSPECTION

(RO) Cause:

found code [redacted] good wiring from tcm to

(RO) Correction:

[redacted] - O-RING-SKID PLATE EQUIPPED VEHICLES; [redacted] - [redacted]; [redacted] - TRANSMISSION-REPLACE (A); [redacted] 1 - [redacted]; [redacted] - TCM QUICK LEARN; [redacted] - REPLACE TRANSMISSION CONTROL MODULE; [redacted] - [redacted]

(RO) Technical Notes:

WIRE CONTINUITY OF SOLENOID-LOAD TESTING CIRCUITS-RAN OVERLAYS

GCS Narratives

(Claim) Customer Concern:

C/STATES CHK [redacted]E LIGHT IS ON AND DOES NOT WANT TO GO IN TO GEAR

(Claim) Cause:

FOUND COD[redacted] GOOD WIRING FROM [redacted] TO VALVE BODY HARNESS AND CONTI NUITY OF SOLENOID 6&7.REPLACED VALVE BODY AND INTERNAL HARNESS AND CODE RE TURNED.SERVICE PROCEDURE LED TO REPLACING [redacted].REPLACED [redacted]&PROGRAMMED.TEST DROVE VEHICLE AND CODE RETURNED.OPENED CASE#[redacted] TESTED CIRCUITS [redacted], [redacted], [redacted]& [redacted] AND RAN OVERLAYS FROM [redacted] TO VB PER STAR AND CODE RE TURNED.STAR AUTHORIZED TORQUE CONVERTER.

(Claim) Correction:

VERIFIED GOOD WIRING FROM [redacted] TO VALVE BODY CONNECTOR. RAN OVERLAY FROM [redacted] TO VALVE BODY ON CIRCUITS [redacted], [redacted], [redacted]&[redacted] PER STAR AND CODE RETURNED. C OMPLETED [redacted] AND WAS ABLE TO VERIFY ON FINAL REPLACED TORQ UE CONVERTER PER STAR AND VERIFIED PROPER FLUID LEVEL. TEST DROVE [redacted] OVER COURSE OF REPAIR FOR A TOTAL O[redacted] TO VERIFY REPAIR CODE DID N OT RETURN.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [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]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	MOSS [redacted] DODGE RIVERSIDE		**Zone**	71	[redacted]
Address	8151 AUTO DRIVE , RIVERSIDE, CA 92504						

Condition Information

Condition [redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1345.06	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	8		124.61	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLIP	1		2.38	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]

		; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLIP	1		2.38	[redacted]

RO Narratives

(RO) Customer Concern:

I AUTHORIZE AT EVERY VISIT A FREE [redacted] VEHICLE INSPECTION WILL BE PERFORMED AND I WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE NEEDS. THIS INSPECTION COULD INCLUDE A FREE BATTERY TEST, BRAKE INSPECTION, TIRE TREAD DEPTH INSPECTION, WHEEL ALIHNMENT INSPECTION OR VEHICLE COMPUTER DIAGNOSTIC. AT THE TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLE'S REPORT CARD. IN COMPLIANCE WITH THE [redacted] (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. AS OUR VALUED CUSTOMER, YOUR SATISFACTION IS OUR GUARANTEE. I HEREBY AGREE THAT MOSS [redacted]. IS [redacted] EXEMPT FROM ALL LIABILITY 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, MOS[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 MEASURMENTS. PLEASE SEE YOUR SERVICE ADVISOR FOR DETAILS. CUSTOMER REQUEST TO INSPECT & ADVISE. CUSTOMER STATES THAT WHEN THEY HAVE THE ENGINE ON AND RUNNING AND PLACE VEHICLE INTO GEAR, THE VEHICLE WILL NOT MOVE. STARTED [redacted]. WHEN PUTTING VEHICLE INTO ANY GEAR THERE IS A LOUD CRACK SOUND AT HAPPENS ONCE. CUSTOMER REQUEST TO INSPECT & ADVISE. CUSTOMER STATES THAT WHEN THE VEHICLE WOULD NOT GO INTO DRIVE THAT THE CHECK ENGINE LIGHT AND OTHER WARNING LIGHTS CAME ON. TIRES IN GOOD CONDITION AND ALIGNMENT COULD NOT BE READ

(RO) Cause:

PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS.

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUEST TO INSPECT & ADVISE. CUSTOMER STATES THAT WHEN THEY HAVE THE ENGINE ON AND RUNNING AND PLACE VEHICLE INTO GEAR, THE VEHICLE WILL NOT MOVE . STARTED [redacted]. WHEN PUTTING VEHICLE INTO ANY GEAR THERE IS A LOUD CRACK SOUND AT HAPPENS ONCE.

(Claim) Cause:

INSPECTED VEHICLE, CHECK ENGINE LIGHT IS ON AND VEHICLE BARELY MOVES FORWARD. SCANNED FOR DTC'S, 2 ACTIVE TCM DTC'S: [redacted] GEAR 1 [redacted] INCORRECT RATIO , [redacted] GEAR [redacted] INCORRECT RATIO. FLUID LEVEL IS CORRECT AND THE CONDI TION IS NORMAL. CONCERN IS REFERENCED IN [redacted] AND REQUIRES REMOVAL OF TRANSMISSION AND INSPECTION OF THE [redacted] DRUM FOR DISLODGED SNAP RING OR DRU M DAMAGE.

(Claim) Correction:

REMOVED TRANSMISSION AND REMOVED THE PUMP AND [redacted] DRUM, VERIFIED THE SNAP RING POPPED OUT. AS PER [redacted], REPLACED THE [redacted] DRUM ASSEMBLY, INSTALLED THE SUPPLIED INPUT SHAFT SEALS, PUMP O-RING & GASKET. BEFORE END PLAY=.024" A ND THE AFTER REPAIR END PLAY=.022" REINSTALLED TRANSMISSION, ADDED FLUID TO CORRECT LEVEL AND REPROGRAMMED TCM TO THE LATEST SOFTWARE DESIGN LEVEL. CLEA RED DTC'S AND ROAD TESTED THE VEHICLE TO VERIFY CORRECT TRANSMISSION OPERATIO N. ROAD TESTED [redacted], TRANSMISSION & CONTROL SYSTEM ARE WORKING AS DESIGNED AT THIS TIME. TCM [redacted] TO [redacted] 4.6 [redacted]. 2 [redacted]05-RT .4

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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]rt	[redacted]00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	HUFFINES CHRYSLER JEEP DODGE LEWIS VILLE	***Zone***	[redacted]
Address	1024 SOUTH STEMMONS FRWY , LEWISVILLE, TX 75067				

Condition Information

Condition	[redacted]	[redacted]***Desc***	***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	[redacted] Interval - [redacted] To be used every [redacted] Intervals	MC	MAINTENANCE CARE						[redacted]
A	[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[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	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**	HELFMAN DODGE INC [redacted]
Address	7720 KATY FREEWAY , HOUSTON, TX 77024		

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	[redacted] Expense
[redacted]		Maintenance Interval - [redacted] B ; To be used every	MC	MAINTENANCE CARE						[redacted]
A	[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]
[redacted]		Maintenance Allowance ; TIRE ROTATION								[redacted]

RO Narratives

(RO) Customer Concern:

(Rotate tires) (B-[redacted] OILFILTER) INSTALL HUB CAP

(RO) Cause:

REQUESTED/RECOMMENDED DUE TO MILEAGE DUE TO TIME OR MILEAGE

(RO) Correction:

PERFORMED TIRE ROTATION wheels torqued psi filled PERFORMED OIL CHANGE fluids filled

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(B-[redacted] OILFILTER)

(Claim) Cause:

DUE TO TIME OR MILEAGE

(Claim) Correction:

PERFORMED OIL CHANGE fluids filled

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	KERNERSVILLE CHRYSLER DODGE LLC [redacted]
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284		

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	64.87	[redacted]

RO Narratives

(RO) Customer Concern:

CS WHEN PUTTING THE VEHICLE IN DRIVE IT WILL JUST REV UP AND NOT PULL BUT WILL PULL IN REVERSE (General Concern 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

INSPECTED AND FOUND TCM UPDATE AVAILABLE, FLASHED TCM AND NO CHANGE, FOLLOWED DIAGNOSTIC PROCEEDURE FOR [redacted] FACTORY RECALL

(RO) Correction:

REMOVED TRANSMISSION FOUND K1 SNAP RING OUT OF PLACE, WILL REQUIRE REPLACEMENT OF K1 SNAP RING, [redacted] CLUTCH PACK REPLACED INPUT ASSEMBLY AND SET END PLAY PERFORM RECALL AS REQUIRED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS WHEN PUTTING THE VEHICLE IN DRIVE IT WILL JUST REV UP AND | | NOT PULL BUT WILL PULL IN REVERSE

(Claim) Cause:

INSPECTED AND FOUND TCM UPDATE AVAILABLE, FLASHED TCM AND NO | | CHANGE, FOLLOWED DIAGNOSTIC PROCEEDURE FOR [redacted]

(Claim) Correction:

REMOVED TRANSMISSION FOUND K1 SNAP RING OUT OF PLACE, | | WILL REQUIRE REPLACEMENT OF K1 SNAP RING [redacted] CLUTCH PACK | | REPLACED INPUT ASSEMBLY AND SET END PLAY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] LIMITED CREW CAB 4X4
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)**	2

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] JEEP OF [redacted]	**Zone**	[redacted]
Address	16413 W MAIN STREET , [redacted], WA 98272				

Condition Information

Condition [redacted]	LOP	[redacted] Desc	[redacted] Code	[redacted] Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See [redacted] note for vehicle specific allowances.	[redacted]	FLUID HIGH OR LOW	6[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:

NEW VEHICLE PDI

(Claim) Cause:

.NEW VEHICLE PDI

(Claim) Correction:

PERFORM NEW VEHICLE PDI COMPLETED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$1,201.15	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	JOHNSONS OF KINGFISHER	[redacted]	[redacted]
Address	1801 S MAIN ST , KINGFISHER, OK 73750				

Condition Information

Condition [redacted]	LOP	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	2		26.68	[redacted]
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]T	1	X	[redacted]	
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]			

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05[redacted]	FLUID AFT	2		26.68	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE TRUCK LOSTITS FOWARD GEARS ADVISE [redacted] COURTESY INSPECTION--NO CHARGE TOWING

(RO) Cause:

CLUTCH FAILURE

(RO) Correction:

Transmission, Remove and install for recondition -[redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] DRIVESHAFT SKID PLATE--[redacted] DEF EQUIPPED [redacted] EQUIPPED DIAGNOSIS: [redacted] DRIVESHAFT SKID PLATE--[redacted] DEF EQUIPPED [redacted] EQUIPPED DIAGNOSIS: [redacted] COURTESY INSPECTION--NO CHARGE [redacted] COURTESY INSPECTION--NO CHARGE M6 WRECKER 27-POINT COURTESY INSPECTION--NO CHARGE SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS THAT THE TRUCK LOST ITS FORWARD GEARS-ADVISE

(Claim) Cause:

CLUTCH FAILURE

(Claim) Correction:

VERIFIED CONCERN. RMEOVED SKID PLATE, DEF TANK, TRANSFER CASE AND TRANSMISSION . DISASSEMBLED TRANSMISSION, REPLACED K1 CLUTCH INPUT ASSEMBLY. REASSEMBLED VEHICLE, TOPPED OFF FLUID LEVELS. CLEARED CODES TEST DROVE. ALL OK

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] BIG [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]	[redacted]	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Radio/Telematics Gateway Module ; Exchange unit	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RADIO	1	X	[redacted]	
A	[redacted]	Supplier Radio Repair Payment			[redacted]	RADIO	1	X	0.00	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABSTRACTION CONTROL LIGHTS COME ON AND OFF (ElectricalNon PCM Flashes Concern) CUSTOMER STATES SUSPENSION FEELS EXTREMELY JUMPY (SteeringSu spensionSteering Wheel Concern) CUSTOMER STATES RADIO SCREEN WILL HAVE ALOT OF DISTORTION AN D HAS A DELAY WHEN PLAYING SOUND OR PHONE CALL (RadioNavTele matics Concern) (Car Wash) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) PERFORM MOPAR EXPRESS LANE INSPECTION PERFORM QC INSPECTION MAINTAINS FUEL QUALITY, PROTECTING FUEL PUMP FROM PREMATURE BURNOUT MAINTAINS FUEL QUALITY, PROTECTING FUEL PUMP FROM PREMATURE BURNOUT

(RO) Cause:

ABS AND TRAC LIGHT ON WITH DTC . [redacted]2FRight Rear Wheel Speed Sensor-Signal Erratic VERIFIED NO PHYSICAL DAMAGE TO SENSOR . DETERMINED REPLACEMENT REQUIRED FOUND RADIO SCREEN DISTORTING INTERMITTENTLY . . INSTALL GENUINE [redacted] INSTALL GENUINE [redacted]

(RO) Correction:

REPLACED WHEEL SPEED SENSOR AND ERASED DTCS . VERIFIED CUSTOMER CONCERN . FOUND VEHICLE SUSPENSION OPERATING AS DESIGNED . REPLACED RADIO AND VERIFIED CUSTOMER CONCERN REPAIRED . COMPLETE INTERIM PERFORMED MOPAR EXPRESS LANE INSPECTION COMPLETED QC INSPECTION, VEHICLE IS READY TO BE DELIVERED TO CUSTOMER. THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. INSPECT OLD FILTER FOR SIGNS OF CONTAMINATION INSPECT FUEL LINES AND CONNECTORS INSPECT OLD FILTER FOR SIGNS OF CONTAMINATION INSPECT FUEL LINES AND CONNECTORS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABSTRACTION CONTROL LIGHTS COME ON AND OFF (ElectricalNon PCM CUSTOMER STATES RADIO SCREEN WILL HAVE ALOT OF DISTORTION AN D HAS A DELAY WHE

(Claim) Cause:

ABS AND TRAC LIGHT ON WITH DTC . C003A-2FRight Rear Wheel Speed Sensor-Signal FOUND RADIO SCREEN DISTORTING INTERMITTENTLY .

(Claim) Correction:

REPLACED RADIO AND VERIFIED CUSTOMER CONCERN REPAIRED . REPLACED WHEEL SPEED SENSOR AND ERASED DTCS . VERIFIED CUSTOMER CONCERN .

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 BIG HORN 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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	CLEAR [redacted]
Address	15711 GULF FWY , WEBSTER, TX 77598		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Sensor, wheel speed-Anti-lock brakes ; rear - right	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	SENSOR	1	X	[redacted]	[redacted]
B	[redacted]	Radio/Telematics Gateway Module ; Exchange unit	NK	RADIO DISPLAY INOP/INCORRECT	[redacted]	RADIO	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ABSTRACTION CONTROL LIGHTS COME ON AND OFF (ElectricalNon PCM Flashes Concern) CUSTOMER STATES SUSPENSION FEELS EXTREMELY JUMPY (SteeringSu spensionSteering Wheel Concern) CUSTOMER STATES RADIO SCREEN WILL HAVE ALOT OF DISTORTION AN D HAS A DELAY WHEN PLAYING SOUND OR PHONE CALL (RadioNavTele matics Concern) (Car Wash) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) PERFORM MOPAR EXPRESS LANE INSPECTION PERFORM QC INSPECTION MAINTAINS FUEL QUALITY, PROTECTING FUEL PUMP FROM PREMATURE BURNOUT MAINTAINS FUEL QUALITY, PROTECTING FUEL PUMP FROM PREMATURE BURNOUT

(RO) Cause:

ABS AND TRAC LIGHT ON WITH DTC . [redacted]2FRight Rear Wheel Speed Sensor-Signal Erratic VERIFIED NO PHYSICAL DAMAGE TO SENSOR . DETERMINED REPLACEMENT REQUIRED FOUND RADIO SCREEN DISTORTING INTERMITTENTLY . . INSTALL GENUINE [redacted] INSTALL GENUINE [redacted]

(RO) Correction:

REPLACED WHEEL SPEED SENSOR AND ERASED DTCS . VERIFIED CUSTOMER CONCERN . FOUND VEHICLE SUSPENSION OPERATING AS DESIGNED . REPLACED RADIO AND VERIFIED CUSTOMER CONCERN REPAIRED . COMPLETE INTERIM PERFORMED MOPAR EXPRESS LANE INSPECTION COMPLETED QC INSPECTION, VEHICLE IS READY TO BE DELIVERED TO CUSTOMER. THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. INSPECT OLD FILTER FOR SIGNS OF CONTAMINATION INSPECT FUEL LINES AND CONNECTORS INSPECT OLD FILTER FOR SIGNS OF CONTAMINATION INSPECT FUEL LINES AND CONNECTORS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ABSTRACTION CONTROL LIGHTS COME ON AND OFF (ElectricalNon PCM CUSTOMER STATES RADIO SCREEN WILL HAVE [redacted] AN D HAS A DELAY WHE

(Claim) Cause:

ABS AND TRAC LIGHT ON WITH DTC . C003A-2FRight Rear Wheel Speed Sensor-Signal FOUND RADIO SCREEN DISTORTING INTERMITTENTLY .

(Claim) Correction:

REPLACED RADIO AND VERIFIED CUSTOMER CONCERN REPAIRED . REPLACED WHEEL SPEED SENSOR AND ERASED DTCS . VERIFIED CUSTOMER CONCERN .

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$11,236.08	**Part**	$1,200.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	9640 STATE HWY 121 , [redacted] TX 75035				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	PKG PART	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		15.32	$157.66
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	MODULE	1		857.20	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	PKG PART	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	SEAL RING	1		15.32	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	BOLT	6		[redacted]	
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	MODULE	1		857.20	$105.10

A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	GREASE	1		72.22	$105.10
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	SEAL RING	1		15.32	$105.10
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[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]	[redacted]	1	X	10211.40	$52.55
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			68446166AA	MODULE	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	1	X	10211.40	$157.66
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	GREASE	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	SEAL RING	1		15.32	$157.66
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	1		18.22	$157.66
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			68446166AA	MODULE	1		857.20	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	[redacted]	1	X	10211.40	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	BOLT	6		30.86	[redacted]
A	[redacted]	Lines, transmission and torque converter oil			[redacted]	GREASE	1		72.22	[redacted]

		cooler ; [redacted] or [redacted] (1 - Semi-Skilled)								
A	[redacted]	[redacted]s, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	SEAL RING	1		15.32	$183.93
A	[redacted]	[redacted]s, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	[redacted]s, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	$183.93
A	[redacted]0	[redacted] ; [redacted]			[redacted]	MODULE	1		[redacted]	
A	[redacted]0	[redacted] ; [redacted]			[redacted]	PKG PART	1	X	[redacted]	[redacted]
A	[redacted]0	[redacted] ;			[redacted]	BOLT	[redacted]			
A	[redacted]0	[redacted] ;			[redacted]	GREASE	1		72.22	
A	[redacted]0	Loaner Car ; [redacted]			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]0	[redacted] ; [redacted]			05189966AD	FLUID AFT	1		18.22	[redacted]
A	[redacted]0	[redacted] ;			[redacted]	BOLT	[redacted]			
A	95400142	Loaner Car ; High [redacted] Vehicles			[redacted]	MODULE	1		857.20	[redacted]
A	[redacted]	[redacted]r ; High [redacted] Vehicles			[redacted]	PKG PART	1	X	[redacted]	[redacted]
A	[redacted]	[redacted] ; High [redacted]			[redacted]	BOLT	6		[redacted]	[redacted]
A	95400142	Loaner Car ; High [redacted] Vehicles			[redacted]	GREASE	1		72.22	[redacted]
[redacted]		[redacted]r ; High [redacted] Vehicles			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	[redacted]r ; High [redacted] Vehicles			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	[redacted] ; High [redacted]			[redacted]	BOLT	6		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern 1 [CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON. WHEN DRIVING IS HARD TO SHIFT. WHENGO FROM PARK TO DRIVE SLAMS INTO GEAR] DEALER NOT RESPONSIBLE FOR RENTAL FEES UNLESS UNDER WARRANTY PERFORM [redacted] VEHICLE INSPECTION.

(RO) Cause:

RENTAL VEHICLE INSPECTION

(RO) Correction:

[redacted] vehicle doesn't move in gear 710verified customer concern. checked fluidlevel and condition. fluid level correct andclean. no dtcs. internal transmissionfailure. Customer contacted [redacted] Customer CareCenter with concern. [redacted] sent replacementtransmission. removed [redacted] [redacted] trans withskid plate, [redacted] and DEF tank.install new trans sent by [redacted] install t-case, plate, tank anddrive shafts. fill trans to proper level.clear all learned shift adaptives, perfquicklearn, road test vehicle. Vehicle bangson 1-2 upshifts, TSB# [redacted] Aaddresses concern. perf flash for [redacted], [redacted] # [redacted] quicklearn, roadtest, transmission still bangs during roadtest. checked all wiring and connectors,verify correct terminal tension and all pinsseated properly. replaced and program tcm forinternal tcm issue resulting in transmissionto bang into gear. perf quick learn for new [redacted], road test. transmission now operates asdesigned. no further repairs needed. Transmission, Replace - automatic - Replace AS68RC [redacted] C (3 - HighlySkilled) Transmission DEF equipped2500-3500 [redacted] pick-up only Transmission, Replace - automatic [redacted] /AWD equipped Transmission, Replace - automatic Skid plate equipped Transmission, Replace - automatic [redacted] propeller shaft equipped [redacted] s, transmission and torque converter oil cooler [redacted] or [redacted] (1 - Semi-Skilled) Transmission DEF equipped2500-3500 [redacted] pick-up only DEALER NOT RESPONSIBLE FOR RENTAL FEES UNLESS UNDER WARRANTY ENTERPRISE 8TVV24 DEALER NOT RESPONSIBLE FOR RENTAL FEES UNLESS UNDER WARRANTY SUBLET REPAIR [redacted] [redacted] inspection [redacted], nomaintenance needed PERFORM [redacted] VEHICLE INSPECTION.

(RO) Technical Notes:

PART [redacted], ORDER TYPE: VOR, ORDER [redacted] LARIFY W HAT WAS FOUND AS THE ROOT CAUSE OF FAILURE OF ALL CLAIMED PARTS. THANK YOU FRO M THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted], INCLUDE VIN & CONC ERN.

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN 1 [CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON. WHEN DRI VING IS HARD TO SHIFT. WHEN GO FROM PARK TO DRIVE SLAMS INTO GEAR]

(Claim) Cause:

VEHICLE DOESN'T MOVE IN GEAR. K1 SNAP RING BROKE CAUSING DRUM TO SHIFT AND DA MAGE INTERNALS.

(Claim) Correction:

VERIFIED CUSTOMER CONCERN. CHECKED FLUID LEVEL AND CONDITION. FLUID LEVEL CORR ECT AND CLEAN. NO DTCS. INTERNAL TRANSMISSION FAILURE. CUSTOMER CONTACTED [redacted] CUSTOMER CARE CENTER WITH CONCERN[redacted] SENT REPLACEMENT TRANSMISSION. REMOVED [redacted] TRANS WITH SKID PLATE, [redacted] DRIVE SHAFT AND DEF TANK. INST ALL NEW TRANS SENT B[redacted] A S/N [redacted], INSTALL T-CASE, PLATE, TANK AND DRIVE SHAFTS. FILL TRANS TO PROPER LEVEL. CLEAR ALL LEARNED SHIFT ADAPTIVE S, PERF QUICKLEARN, ROAD TEST VEHICLE. VEHICLE BANGS ON [redacted], TSB[redacted] REV A ADDRESSES CONCERN. PERF FLASH FOR [redacted], [redacted]# [redacted]. PERF QUICKLEARN, ROAD TEST, TRANSMISSION STILL BANGS DURING ROAD TE ST. CHECKED ALL WIRING AND CONNECTORS, VERIFY CORRECT TERMINAL TENSION AND A LL PINS SEATED PROPERLY. REPLACED AND PROGRAM [redacted] FOR INTERNAL [redacted] ISSUE RES ULTING IN TRANSMISSION TO BANG INTO GEAR. PERF QUICK LEARN FOR NEW [redacted], RO AD TEST, TRANSMISSION NOW OPERATES AS DESIGNED. NO FURTHER REPAIRS NEEDED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [redacted]

Claim Information

Claim #	[redacted]	**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

[redacted]		**Name**	[redacted]	DODGE JEEP INC	**Zone**	[redacted]	
Address	3401 U.S. HIGHWAY 441/27 , FRUITLAND PARK, FL 34731						

Condition Information

Condition		Desc	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		170.09	$114.92
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	1631.98	$57.46
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	1631.98	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		170.09	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	[redacted]	ACTION	[redacted]	[redacted]	[redacted]		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

DIAGNOSIS LEVEL A WASH AND VAC ONLY RENTAL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

WAITING ON PART TO COME IN

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN DRIVING ON HWY RPMS WOULD GO UP WHEN ATTEMPTING TO ACCELERATE BUT VEHICLE WOULD NOT M OVE

(Claim) Cause:

TEST DRIVE VEHICLE, VERIFY NO FWD ENGAGEMENT. SC AN SYSTEM, [redacted] AND [redacted] FAULT. FLUID [redacted] CONDITION ARE GOOD. REMOVE AND DISASS EMBLE TRANSMISSION, FOUND K1 [redacted] SNAP RING DIS LODGED.

(Claim) Correction:

REPLACE K1 [redacted] ASSEMBLY, GASKETS AND BEARINGS AS OUTLINED IN BULLETIN [redacted]. VERIFY INPUT SHAF T END-PLAY IS AT [redacted] WITH A SPEC O [redacted]. REINSTALL TRANSMISSION, SET FLUID LEVEL AN D QUICKLEARN. TEST DRIVE VEHICLE, VERIFY TRANSMISSI ON SHIFTS NORMAL AT THIS TIME.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	CREW	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]	[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

[redacted]	[redacted]	**Name**	[redacted]	CHRYSLER DODGE JEEP RAM	**Zone**	63	[redacted]
Address	9640 STATE HWY 121 , [redacted] , TX 75035						

Condition Information

Condition [redacted]		**Desc**	**Failure** [redacted]	**Failure Desc**	**Part Number**	[redacted] **Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	SEAL RING	1		-15.32	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern 1 [CUSTOMER STATES THAT THE CHECK [redacted]E LIGHT IS ON. WHEN DRI[redacted]G IS HARD TO SHIFT. WHENGO FROM PARK TO DRIVE SLAMS INTO GEAR] DEALER NOT RESPONSIBLE FOR RENTAL FEES UNLESS UNDER WARRANTY PERFORM MULTI [redacted] VEHICLE INSPECTION.

(RO) Cause:

RENTAL VEHICLE INSPECTION

(RO) Correction:

[redacted] vehicle doesn't move in gear 710verified customer concern. checked fluidlevel and condition. fluid level correct andclean. no dtcs. internal transmissionfailure. Customer contacted [redacted] Customer CareCenter with concern. [redacted] sent replacementtransmission. removed AS69RC [redacted] trans withskid plate, [redacted] shaft and DEF tank.install new trans sent by [redacted] install t-case, plate, tank anddrive shafts. fill trans to proper level.clear all learned shift adaptives, perfquicklearn, road test vehicle. Vehicle bangson [redacted] upshifts, TSB# [redacted] Aaddresses concern. perf flash for TCM, TCM# [redacted] quicklearn, roadtest, transmission still bangs during roadtest. checked all wiring and connectors,verify correct terminal tension and all pinsseated properly. replaced and program tcm forinternal tcm issue resulting in transmissionto bang into gear. perf quick learn for newTCM, road test, transmission now operates asdesigned. no further repairs needed. Transmission, Replace - automatic - Replace [redacted] (3 - HighlySkilled) Transmission DEF equipped2500-3500 [redacted] pick-up only Transmission, Replace - automatic [redacted] AWD equipped Transmission, Replace - automatic Skid plate equipped Transmission, Replace - automatic [redacted] propeller shaft equipped Lines, transmission and torque converter oil cooler [redacted] or [redacted] (1 - Semi-Skilled) Transmission DEF equipped2500-3500 [redacted] pick-up only DEALER NOT RESPONSIBLE FOR RENTAL FEES UNLESS UNDER WARRANTY ENTERPRISE [redacted] DEALER NOT RESPONSIBLE FOR RENTAL FEES UNLESS UNDER WARRANTY SUBLET REPAIR[redacted] [redacted] inspection [redacted] nomaintenance needed PERFORM MULTI [redacted] VEHICLE INSPECTION.

(RO) Technical Notes:

PART[redacted], ORDER TYPE: VOR, ORDER[redacted] LARIFY W HAT WAS FOUND AS THE ROOT CAUSE OF FAILURE OF ALL CLAIMED PARTS. THANK YOU FRO M THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT MARK.TROTTER EXTERNAL.STELLANTIS.COM, INCLUDE [redacted] & CONC ERN.

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN 1 [CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON. WHEN DRI VING IS HARD TO SHIFT. WHEN GO FROM PARK TO DRIVE SLAMS INTO GEAR]

(Claim) Cause:

VEHICLE DOESN'T MOVE IN GEAR. K1 SNAP RING BROKE CAUSING DRUM TO SHIFT AND DA MAGE INTERNALS.

(Claim) Correction:

VERIFIED CUSTOMER CONCERN. CHECKED FLUID LEVEL AND CONDITION. FLUID LEVEL CORR ECT AND CLEAN. NO DTCS. INTERNAL TRANSMISSION FAILURE. CUSTOMER CONTACTED [redacted] CUSTOMER CARE CENTER WITH CONCERN[redacted] SENT REPLACEMENT TRANSMISSION. REMOVED [redacted] WITH SKID PLATE, [redacted] DRIVE SHAFT AND DEF TANK. INST ALL NEW TRANS SENT B[redacted]A S/N [redacted]. INSTALL T-CASE, PLATE, TANK AND DRIVE SHAFTS. FILL TRANS TO PROPER LEVEL. CLEAR ALL LEARNED SHIFT ADAPTIVE S, PERF QUICKLEARN, ROAD TEST VEHICLE. VEHICLE BANGS ON [redacted], TSB[redacted]A ADDRESSES CONCERN. PERF FLASH FOR [redacted], [redacted]# [redacted]. PERF QUICKLEARN, ROAD TEST, TRANSMISSION STILL BANGS DURING ROAD TE ST. CHECKED ALL WIRING AND CONNECTORS, VERIFY CORRECT TERMINAL TENSION AND [redacted] SEATED PROPERLY. REPLACED AND PROGRAM [redacted] FOR INTERNAL [redacted] ISSUE RES ULTING IN TRANSMISSION TO BANG INTO GEAR. PERF QUICK LEARN FOR NEW [redacted], RO AD TEST, TRANSMISSION NOW OPERATES AS DESIGNED. NO FURTHER REPAIRS NEEDED.

Warranty Claim Report

Ve[redacted]

[redacted]	[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	$1,785.93	Part	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	S[redacted]E JEEP OF [redacted]	Zone	[redacted]
Address	[redacted]				

[redacted]

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 pick-up only			[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	SNAP [redacted]	[redacted]			
A	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	O[redacted]	1		[redacted]	
A	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	7		[redacted]	
A	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP [redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O[redacted]	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	7		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted]			[redacted]	FLUID AFT	4		67.09	$199.54

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SEAL RING	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		36.11	$33.26
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		7.30	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE TRANSMISSION DOES NOT ENGAGE, IT REVS UP THEN SLAMS INTO GEAR CUSTOMER HAS BEEN PLACED IN AN ENTERPRISE VEHICLE PERFORM A COMPLIMENTARY MOPAR MULTIPOINT INSPECTION

(RO) Cause:

[redacted] GEAR RATIO ERROR IN [redacted]. FOLLOWING TSB REMOVED TRANSMISSION FROM VEHICLE AND DISASSEMBLED TRANSMISSION TO [redacted] CLUTCH PACK. FOUND SNAP RING CAME OFF [redacted] CLUTCH HUB CAUSING GEAR [redacted] TO DROP.

(RO) Correction:

REPLACED K1 CLUTCH PACK/HUB AS WELL AS NEW OIL PUMP GASKETS AND REINSTALLED PUMP. CHECKED SHAFT END PLAY AND IT WAS WITHIN SPEC AT [redacted]. REINSTALLED TRANSMISSION AND TRANSFER CASE. TOPPED OFF TRANSFER CASE FLUID AND PERFORMED QUICKLEARN PER TSB [redacted]. TRANSMISSION OPERATING AS DESIGNED SET [redacted] IN ARMS, UPDATE PURCHASE ORDER, AND CLOSE RENTAL IN ARMS COMPLETED A MULTIPOINT INSPECTION

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE TRANSMISSION DOES NOT ENGAGE, IT REVS UP THEN SLAMS INTO GEAR

(Claim) Cause:

[redacted] GEAR RATIO ERROR IN [redacted], FOLLOWING TSB REMOVED TRANSMISSION FROM VEHICL E AND DISASSEMBLED TRANSMISSION TO [redacted] PACK. FOUND SNAP RING CAME OFF [redacted] HUB CAUSING GEAR[redacted] TO DROP.

(Claim) Correction:

REPLACED [redacted] PACK/HUB AS WELL AS NEW OIL PUMP GASKETS AND REINSTALLED P UMP. CHECKED SHAFT END PLAY AND IT WAS WITHIN SPEC AT [redacted]. REINSTALLED TRANS MISSION AND TRANSFER CASE. TOPPED OFF TRANSFER CASE FLUID AND PERFORMED QUIC KLEARN PE[redacted]. TRANSMISSION OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$375.27	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	EXPRESSWAY DODGE INC	**Zone**	51	[redacted]	
Address	[redacted]						

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Sensor, particulate matter (soot sensor) ; 6.7 liter diesel	ML	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CEL IS ON- PFW * Quality Control LINE NOT NEEDED

(RO) Cause:

FOUND CODE FOR PM SENSOR, REPLACED SENSOR

(RO) Correction:

[redacted] REPLACED PM SENSOR POST SCR -CLEARED DTC'S. Sensor, particulate matter (soot sensor) - Replace [redacted] diesel (1 - Semi-Skilled) [redacted] COMPLETED QC. * Quality Control QUALITY CONTROL General Concern .5 GENERAL CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL IS ON- PFW

(Claim) Cause:

FOUND CODE FOR PM SENSOR, REPLACED SENSOR

(Claim) Correction:

REPLACED PM SENSOR POST SCR - CLEARED DTC'S.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	LIMITED CREW CAB	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]	[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**	$1,237.88	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	AUTOWORLD	**Zone**	71	[redacted]	
Address	1370 AUTO CENTER DR , PETALUMA, CA 94952						

Condition Information

Condition [redacted]	[redacted]	**Failure**	**Failure**	[redacted]	**Name**	**Quantity**	**Failed**	**Expense** [redacted]	**Expense**
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		20.16	$126.79
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		47.18	$126.79
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		96.46	$126.79
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	2		96.46	$253.57
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		20.16	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		96.46	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT ENGAGE DRIVE, INSPECT AND ADVISE CHECK AND RECORD TIRE PRESSURES PER CALIFORNIA AIR RESOURCE BOARD.

(RO) Cause:

VERIFIED NO FORWARD GEARS, MADE SCAN REPORT, FOUND [redacted] FAULT [redacted] GEAR RATIO ERROR IN [redacted], [redacted] GEAR RATIO ERROR IN [redacted], TRANSMISSION FLUID IS FULL & CLEAN, MADE TECH REQUEST, TECH ADVISOR DID NOT KNOW OF ANY ISSUE AND ADVISED TO REMOVE VALVE BODY & TAKE PHOTOS, FURTHER CONTACT WITH AGENT LEAD TO AGENT INSTRUCTING TECH TO REPLACE [redacted] ASSEMBLY, SEE STAR CASE [redacted], PLACED ORDER, FCA THEN CANCELLED THE ORDER, TORE TRANS DOWN AND VERIFIED [redacted] SNAP RING HAS COME OUT OF PLACE,

(RO) Correction:

TECH REFERRED TO [redacted] AND PERFORMED PROCEDURE PER THE DOCUMENT, REMOVED AND REPLACED INPUT SHAFT ASSEMBLY K1 CLUTCH, REASSEMBLED VEHICLE AND FLASHED PCM FROM [redacted] TO [redacted], CLEARED ALL CODES THEN PERFORMED A REPAIR VERIFICATION ROAD TEST, VEHICLE OPERATING AS DESIGNED SET TIRE PRESSURE TO MANUFACTURER SPECIFICATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT ENGAGE DRIVE. INPSECT AND ADVISE.

(Claim) Cause:

VERIFIED NO FORWARD [redacted] SCAN REPORT. FOUND [redacted] FAULT [redacted] RATI O ERROR IN [redacted], [redacted] RATIO ERROR IN [redacted], TRANSMISSION FLUID IS FULL AND CLEAN. [redacted] TECH REQUEST, TECH ADVISOR DID NOT KNOW OF ANY ISSUE AND AD VISED TO REMOVE VALVE BODY AND TAKE PHOTOS. FURTHER CONTACT WITH AGENT LEAD TO AGEN INSTRUCTING TECH TO REPLACE [redacted] BOX ASSEMBLY. SEE START CASE [redacted]. PLACED ORDER. FCA THEN CANCELLED ORDER. TORE TRANS DOWN AND VERIFIED K1 SNAP RING HAS COME OUT OF PLACE. TECH REFERRED TO [redacted]

(Claim) Correction:

PERFORMED PROCEDURE PER 21-002-23 REMOVED AND REPLACE DINPUT SHAFT ASSEMBLY K1 CLUTCH. REASSEMBLED VEHICLE AND FLASHED PCM FROM [redacted] TO [redacted]. CLEARED ALL CODES THEN PERFORMED REPAIR VERIFICATION ROAD TEST. VEHICLE OPER ATING AS DESIGNED.

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] HIGHLAND INC. [redacted]
Address	9600 INDIANAPOLIS BLVD , HIGHLAND, IN 46322		

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

RECALL NUMBER ELECTRICAL SYSTEM INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE I

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE LIGHT ON HAS GEAR CODES AND VEHICLE IS NOT ACCELERATING PROPERLY.]

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE

(Claim) Correction:

CHECK TRANS OPERATION. WILL NOT GO INTO DRIVE, WILL FINALLY GO INTO LIMP. HAS DTC'S [redacted] INCORRECT GEAR RATIO ERROR AND [redacted] GEAR RATIO ERROR IN [redacted]. HA S INTERNAL TRANSMISSION ISSUE. REPLACE TRANSMISSION WITH REMAN UNIT. FLUSH C OOLER AND QUICKLEARN. ALSO FLASH TCM WITH LATEST SOFTWARE PE[redacted]([redacted]). FILL OUT TRANS DIAG SHEET

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	[redacted]
[redacted]					

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable	D6	WIPER FUNCTION DEFECT	[redacted]	CLOCKSPRI	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	CLOCKSPRI	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Electrical Concern [Customer StatesTHE WIPERS ARE ON ALL THE TIME WHILE DRI[redacted]G. ALL THE DASH LIGHTS ARE OFF.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

E

(RO) Correction:

[redacted] lost comunication with steeringcontrol module found that the steeringcontrol module had internal failure and whichwas allowing the wipers to stay onconstantly. removed and replaced the steeringcontrol module and cleared all codes andrechecked function Module, steering column control - Test and Replace SCCM, includes turn signal switch, clockspring, steering angle sensor where applicable (1 - Semi-Skilled) [redacted] complete Multi-point inspection (according to maintenanceinterval) ENTERPRISE RENTAL - WARRANTY ENTERPRISE RENTAL NOT COVERED BY WARRANTY Multi-Point Inspection SUBLET REPAIRS SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE WIPERS ARE ON ALL THE TIME WHILE DRI[redacted]G. ALL THE DASH LIG HTS ARE OFF.

(Claim) Cause:

VERIFIED CUSTOMER CONCERN, [redacted] LOST COMMUNICATION WITH STEERING CONTROL M ODULE, FOUND STEERING CONTROL MODULE HAD INTERNAL FAILURE

(Claim) Correction:

[redacted] LOST COMMUNICATION WITH STEERING CONTROL MODULE, FOUND THAT THE STEER ING CONTROL MODULE HAD INTERNAL FAILURE AND WHICH WAS ALLOWING THE WIPERS TO STAY ON CONSTANTLY. REMOVED AND REPLACED THE STEERING CONTROL MODULE AND CL EARED ALL CODES AND RECHECKED FUNCTION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	**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**	$224.62	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] RAM	**Zone**	42 [redacted]
Address	4239 W VIENNA RD , CLIO, MI 48420				

Condition Information

Condition Code	LOP	LOP Desc	Failure	Failure	Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission ; [redacted] equipped [redacted] - pick-up only			[redacted]	[redacted] RING	1	X	10.64	$71.16
A	[redacted]9	[redacted] ; [redacted] equipped [redacted] pick-up only			[redacted]	O-RING	1		31.16	$71.16
A	[redacted]9	[redacted] ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		38.06	$71.16
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	AFT	[redacted]			
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	AFT	1		14.48	$71.16
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		38.06	$142.32
A	21000A60	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	1		14.48	$142.32
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	O-RING	1		31.16	$23.72
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GASKET	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ;			[redacted]	[redacted]	1	X	[redacted]	

		Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	GASKET	1		38.06	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

DRIVEABILITY CUSTOMER STATES THE SERVICE ENGINE SOON LIGHT IS O

(RO) Cause:

Inspect for vehicle will not move after making

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted]0 -

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CS THAT THE VEHICLE DOES NOT WANT TO MOVE FORWARD

(Claim) Cause:

INSPECT FOR VEHICLE WILL NOT MOVE AFTER MAKING LOUD CLUNK IN DRIVELINE. FAULT [redacted] [redacted] RATIO ERROR IN [redacted] ACTIVE AND STORED FAULT [redacted] [redacted] RATIO ERR OR IN [redacted]. BULLETIN [redacted] FOR DISLODGED K1 SNAP RING CAUSING TRA NSMISSION SYMPTOMS OF NO ENGAGEMENT INTO 1-4 [redacted] HAS [redacted] AND REVERSE ONLY.

(Claim) Correction:

REMOVE TRANSMISSION FROM VEHICLE AND OPEN TO INSPECT FOR DISLODGED K1 SNAP RIN G. K1 SNAP RING LOOSE FROM DRUM AND CLUTCHES FELL OUT OF DRUM. INSPECT DRUM AND CLUTCHES AND ALL PARTS PER BULLETIN AND FOUND ALL INSPECT OK. REPLACE K1 SNAP RING AND INSTALL IN ORIENTATION TO LOCK IN PLACE PER BULLETIN INSTRUCTIO NS. REASSEMBLE AND REINSTALL TRANSMISSION. AFTER REINSTALL AND WARM UP AND F ILL WITH FLUID TRANSMISSION ENGAGES INTO [redacted] BUT HAS VERY HARSH [redacted] ENGA GEMENT AND NO [redacted] WHEN DRIVING. REMOVE TRANS [redacted] AND REMOVE K1 AND K2 DRUMS AND INSPECT. NO DAMAGE NOTED. REASSEMBLE AND TEST WITH SAME OPE RATION. SUSPECT LEAKAGE OF PRESSURE IN CASE FROM WHEN TRANS COME APART HARSH NESS AND VIOLENT SLAMMING INTO [redacted] DAMAGED CASE INTERNALLY LOWER IN TRANSMISS ION. UNABLE TO OBTAIN ANY PARTS, NO INTERNAL PARTS AVAILABLE, NO COMPLETE TRANSMISSION AVAILABLE, ALL PARTS BACK ORDER AND OR RESTRICTED ORDER AND SHOW NO PARTS IN SYSTEM

Warranty Claim Report

Vehicle Information

[redacted]	[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***	$2,772.75	***Part***	$50.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***		***Zone***	[redacted]
Address	, ,				

Condition Information

Condition [redacted]					***Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	HUB	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	BEARING	1		44.20	$188.80
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	HUB	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	BEARING	1		43.39	$188.80
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	SNAP RING	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	BOLT	4		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	GREASE	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	[redacted]	1		14.50	$188.80
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	[redacted]	1		8.31	$188.80
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	GASKET	1		45.32	$188.80
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	WASHER	[redacted]			

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	RACE	1		[redacted]	

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		29.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		37.11	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		46.84	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		49.27	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		139.70	[redacted]
A	[redacted]	Pickup Service			[redacted]	CLUTCHKIT	1	X	[redacted]	
A		Pickup Service				[redacted]				
A		Pickup Service								
A		Pickup Service					1			
A		Pickup Service					1			
A		Pickup Service								
A		Pickup Service								
A		Pickup Service					1			
A		Pickup Service				BOLT	4			
A		Pickup Service				GREASE	1			
A		Pickup Service					1		14.50	
A		Pickup Service					1			
A		Pickup Service								
A		Pickup Service				GASKET	1			
A		Pickup Service				WASHER	1			
A		Pickup Service								
A		Pickup Service					1			
A		Pickup Service					1		34.47	
A		Pickup Service				FLUID AFT	2			
A		Delivery Service				CLUTCHKIT	1	X		
A		Delivery Service								
A		Delivery Service				HUB	1		210.87	
A		Delivery Service					1			
A		Delivery Service					1			
A		Delivery Service				HUB	1			
A		Delivery Service					1			
A		Delivery Service					1			
A		Delivery Service				BOLT	4			
A		Delivery Service				GREASE	1			
A		Delivery Service					1		14.50	
A		Delivery Service					1			
A		Delivery Service					1			
A		Delivery Service				GASKET	1			
A		Delivery Service				WASHER	1			
A		Delivery Service					1			
A		Delivery Service								
A		Delivery Service					1		34.47	
A		Delivery Service				FLUID AFT				

RO Narratives

(RO) Customer Concern:

([redacted] VEHICLE) [redacted] COMPANY: [redacted] TRUCK NOT GOING FORWARD, TRANSMISSION NOT ENGAGING, CHECK AND ADVISE EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST. NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE: THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOU [redacted] USE ([redacted] OF [redacted]) RECEIVE SERVICE RELATED PORMOTIONS THROUGHOUT THE YEAR PICK UP AND DELIVERY SERVICE

(RO) Cause:

[redacted] COMPANY VEHICLE TOTAL APPROVED - APPROVED BY - AUTHORIZATION NUMBER (IF APPLICABLE) - [redacted] COMPANY VEHICLE TECH CONFIRMED CONCERN, INSPECTED AND FOUND COD[redacted] CLUTCH, INSPECTED AND FOUND HUB FAILURE. RECOMMENDED

(RO) Correction:

[redacted] COMPANY. [redacted] COMPANY. TECH REMOVED AND REPLACED TRANSMISSION HUB ASSEMBLY, UPDATED TCM SOFTWARE AND PERFORMED QUICK LEARN. TEST DROVE IT AND OPERATING AS DESIGNED. INSPECTION COMPLETE...SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] COMPANY: [redacted] TRUCK NOT GOING FORWARD, TRANSMISSION NOT ENGAGING [redacted] COMPANY: [redacted] TRUCK NOT GOING FORWARD, TRANSMISSION NOT ENGAGING [redacted] COMPANY: [redacted] TRUCK NOT GOING FORWARD, TRANSMISSION NOT ENGAGING

(Claim) Cause:

[redacted] COMPANY VEHICLE TECH CONFIRMED CONCERN, INSPECTED AND FOUND COD[redacted] [redacted] COMPANY VEHICLE TECH CONFIRMED CONCERN, INSPECTED AND FOUND COD[redacted] [redacted] COMPANY VEHICLE TECH CONFIRMED CONCERN, INSPECTED AND FOUND COD[redacted]

(Claim) Correction:

[redacted] COMPANY. TECH REMOVED AND REPLACED TRANSMISSION HUB ASSEMBLY, UPDATED [redacted] COMPANY. TECH REMOVED AND REPLACED TRANSMISSION HUB ASSEMBLY, UPDATED [redacted] COMPANY. TECH REMOVED AND REPLACED TRANSMISSION HUB ASSEMBLY, UPDATED TC

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] LIMITED CREW CAB 4X4
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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	[redacted]	71	LOS	[redacted]
Address	[redacted]						

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted]				
A	21000A91	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION						[redacted]
A	[redacted]	Loaner Car ; Loaner Car								[redacted]
[redacted]		Loaner Car ; Standard Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] THEN [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT ENGAGE DRIVE. INSPECT AND ADVISE.

(Claim) Cause:

VERIFIED NO FORWARD GEARS RATIO ERROR IN [redacted] FLUID IS FULL AND CL EAN MADE TECH REQUEST, TECH ADVISOR DID NOT KNOW OF ANY ISSUE AND ADVISED TO REMOVED VALVE BODY AND TAKE PHOTOS FURTHER CONTACT WITH AGENT LEAD TO AGENT INSTRUCTING TECH TO REPLACE GEAR BOX ASSEMBLY SEE STAR CASE [redacted] PLACE D ORDER. [redacted] THEN CANCELLED ORDER TORE TRANSMISSION DOWN AND VERIFIED K1 SNAP RING HAS COME OUT OF PLACE. TECH REFERRED TO [redacted]

(Claim) Correction:

PERFORMED PROCEDURE PER 211-002-23 REMOVED AND REPLACED INPUT SHAFT ASSEMBLY K [redacted] REASSEMBLED VEHICLE AND FLASHED PCM FROM [redacted] TO [redacted] C LEARED ALL [redacted] THEN PERFORMED REPAIR VERIFICATION ROAD TEST. TRANS ORDERED ON ORDE[redacted], CANCELED[redacted], THEN DIRECTED TO ORDER PARTS FO[redacted] [redacted] VOR. PARTS RECEIVED[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)**	[redacted]

Expense

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

Dealer Information

Code	[redacted]	**Name**	SAFFORD DODGE JEEP OF [redacted]	**Zone**	35 [redacted]
Address	6801 COMMERCE ST , [redacted], VA 22150				

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]						[redacted]
A	[redacted]0	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]DDS ERTAIN AMOUNT AT A TIME. THEREFORE, WE HAD TO WAIT TO PLACE ORDER.

GCS Narratives

(Claim) Customer Concern:

RENTAL- CANNOT VO[redacted]. DEALER CAN ONLY ORDER A CERTAIN AMOUNT AT A TIM E. THEREFORE, WE HAD TO WAIT TO PLACE ORDER.

(Claim) Cause:

RENTAL- CANNOT VO[redacted]. DEALER CAN ONLY ORDER A CERTAIN AMOUNT AT A TIM E. THEREFORE, WE HAD TO WAIT TO PLACE ORDER.

(Claim) Correction:

RENTAL- CANNOT VOR [redacted]. DEALER CAN ONLY ORDER A CERTAIN AMOUNT AT A TIM E. THEREFORE, WE HAD TO WAIT TO PLACE ORDER.

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	***Name***		***Zone***	66
Address	, ,				

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		175.51	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	6[redacted]	[redacted]	1		175.51	
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]			26.67	$28.57
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		287.11	$28.57
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	T[redacted]	1		175.51	$28.57
[redacted]		Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	BOLT	[redacted]			
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	[redacted]; Loaner Car			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	[redacted]; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	[redacted]	[redacted]; Loaner Car			[redacted]	COOLER	1		[redacted]	
A	[redacted]	[redacted]; Loaner Car			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	[redacted]; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	[redacted]; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	[redacted]; High Line Vehicles			[redacted]	COOLER	1		[redacted]	
A	[redacted]	[redacted]; High Line Vehicles			[redacted]	TOC ASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM MULTI POINT INSPECTION Automatic Transmission Concern [CUSTOMER STATES THAT THE TRANSMISSION DOES NOT MOVE THE TRUCK FORWARD. IT HAS REVERSE BUT NO FORWARD GEARS]

(RO) Cause:

complimentary

(RO) Correction:

inspection completed REMOVED AND REPLACED TRANSMISSION ASSEMBLY. REMOVED AND REPLACED TEMPERATURE CONTROL VALVE(HEATER VALVE), REPLACE TRANSMISSION FLUID COOLER AND PERFORMED QUICK LEARN PROCEDURE. ROAD TESTED VEHICLE AND RETESTING OK AT THIS TIME

(RO) Technical Notes:

LOANER DAYS FLUID [redacted] AND [redacted] AS AISIN [redacted] HD TRANS COMES ROLLS READY 2) SUBMIT TOWING VIA [redacted] REFERENCE WAM [redacted]. 3) A TTACH FINAL RENTAL INVOICE SHOWING RENTAL VIN ON IT. REFERENCE WARRANTY BULLET IN [redacted]. THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTA NCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted], INCLUDE VIN & CONCERN.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE TRANSMISSION DOES NOT MOVE THE TRUCK FORWARD. IT HAS REVERSE BUT NO FORWARD GEARS.

(Claim) Cause:

VEHICLE WILL NOT MOVE IN FORWARD [redacted]. CHECK ENGINE LIGHT IS ON. DTCS SET FOR GEAR RATIO IN [redacted] AND [redacted]. ADVISE REMOVE TRANSMISSION PAN AND IN SPECT FOR DEBRIS. REMOVED TRANSMISSION PAN AND FOUND ALUMINUM METAL DEBRIS W IGHIN FLUID AND SUMP PAN. REMOVED TRANSMISSION AND INSPECTED WITHIN CASE. FO UND DAMAGE TO K1 KLUTCH ASSEMBLY. DAMAGE TO K2 CLUTCH HOUSING. ADVISE REPLAC E TRANSMISSION ASSEMBLY WITH NEW COOLER, NEW TEMPERATURE CONTROL VALVE AND F LUID

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY. REMOVED AND REPLACED TEMP=ERATURE CONTROL VALVE(HEATER VALVE), REPLACED TRANSMISSION FLUID COOLER AND PERFORME D QUICK LEARN PROCEDURE. ROAD TESTED AND VEHICLE IS RETESTING OK AT THIS TIM E.

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	**Name**	PERFORMANCE CHRYSLER [redacted]			**Zone**	[redacted]
Address	1130 AUTO MALL DRIVE , COLUMBUS, OH 43228						

Condition Information

Condition	[redacted]		**Failure**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
[redacted]	[redacted]	Battery ; Check Battery Voltage and Charge Battery - North [redacted] 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 BATTERY CHARGE FOR PDI / BATTERY LOT MAINTENANCE

(Claim) Cause:

BATTERY CHARGE FOR PDI / BATTERY LOT MAINTENANCE

(Claim) Correction:

STARTING CHARGE LEVEL_54%_____ ENDING CHARGE LEVEL [redacted]_____

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] 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**	$2,558.53	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
[redacted]	3068 RIVERSIDE DRIVE , MACON, GA 31210		

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	GASKET	1		51.51	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	3		43.93	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	ADHESIVE	1		14.13	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - AS66RC/[redacted]RC/AS69RC (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	21950158 [redacted]	[redacted] Body ; [redacted] body - Replace - AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68214914AA [redacted]	GASKET	1		51.51	$160.86 [redacted]
A	21950158 [redacted]	[redacted] Body ; [redacted] body - Replace - AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD [redacted]	FLUID AFT	9 [redacted]		131.79	$160.86 [redacted]
A	21950158 [redacted]	[redacted] Body ; [redacted] body - Replace - AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD [redacted]	FLUID AFT	3 [redacted]		43.93	$160.86 [redacted]
A	21950158 [redacted]	[redacted] Body ; [redacted] body - Replace - AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68082860AB [redacted]	ADHESIVE	1		14.13	$160.86 [redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION IS NOTWORKING. RECOMMEND NEXT VISIT

(RO) Cause:

CUSTOMER CONCERNS RECOMMEND NEXT VISIT

(RO) Correction:

[redacted] [redacted] [redacted] TRANSMISSION IS NOTWORKING. TECHNICIAN VERIFIED CONCERN. PER [redacted] S DIAGNOSTIC FLOW CHART, THE [redacted] WAS TO REPLACE VALVE BODY. VALVE BODYWAS REPLACED, VEHICLE'S TRANSMISSION STILLINOPERABLE [redacted] [redacted] CONCERNS RECOMMEND NEXT VISIT

(RO) Technical Notes:

INTERNAL FAILURE

GCS Narratives

(Claim) Customer Concern:

[redacted] TRANSMISSION IS NOT WORKING.

(Claim) Cause:

[redacted] TRANSMISSION IS NOT WORKING. TECHNICIAN VERIFIED CONCERN. FOUN D INTERNAL FAILURE TO VALVE BODY. PER [redacted] S DIAGNOSTIC FLOW CHART, THE [redacted] WAS TO REPLACE VALVE BODY. VALVE BODY WAS REPLACED, VEHICLE'S TRA NSMISSION STILL INOPERABLE.

(Claim) Correction:

[redacted] TRANSMISSION IS NOT WORKING. TECHNICIAN VERIFIED CONCERN. FOUN D INTERNAL FAILURE TO VALVE BODY. PER [redacted] S DIAGNOSTIC FLOW CHART, THE [redacted] WAS TO REPLACE VALVE BODY. VALVE BODY WAS REPLACED, VEHICLE'S TRA NSMISSION STILL INOPERABLE.

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]	**Zone**	63 [redacted]
Address	1300 EAST HIGHWAY 83 , MC ALLEN, TX 78502				

Condition Information

Condition [redacted]		Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1163.17	$84.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		163.78	$84.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		324.86	$84.43
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	1		39.06	$84.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	O RING	1		30.90	$84.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		12.99	$84.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		4.60	$84.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	SPRING	1		35.58	$84.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			43.57	$84.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	[redacted]	1		27.18	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	FLUID AFT	3		163.78	[redacted]
A	21000A01	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	HUB	1		324.86	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	O RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SPRING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]		1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O RING	1		30.90	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP RING	1		4.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SPRING	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019797AA	O RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269553AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269570AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269652AB	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	D-RING	1		39.06	$42.22

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SPRING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269655AA	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	SEAL	1		27.18	$28.14
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	FLUID AFT	3		163.78	$28.14
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	O RING	1		30.90	$28.14
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	D-RING	1		12.99	$28.14
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] [redacted] shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	[redacted]	1		143.57	$28.14

		piece propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]				

RO Narratives

(RO) Customer Concern:

Customer States VEHICLE DOES NOT MOVE FORWARD JUST REVERSE (Automatic Transmission Concern)

(RO) Cause:

FOUND TRANSMISSION INTERNAL PROBLEM.

(RO) Correction:

R/R TRANSMISSION,[redacted] SKIPLATE,0E [redacted] REPLACE KI ASSEMBLE,ALSO OVER HAUL K2 AND INSTALL NEW HUB AND NEW SEALS AND NEW SNAP RING AND REPLACE SECONDARY HUB AND SEALS,AND PERFORM VERIFICATION TEST AND ROAD TEST

(RO) Technical Notes:

INTERNAL PROBLEM.

GCS Narratives

(Claim) Customer Concern:

Customer States VEHICLE DOES NOT MOVE FORWARD JUST REVERSE (Automatic Transmi Customer States VEHICLE DOES NOT MOVE FORWARD JUST REVERSE (Automatic Transmi Customer States VEHICLE DOES NOT MOVE FORWARD JUST REVERSE (Automatic Transmi Customer States VEHICLE DOES NOT MOVE FORWARD JUST REVERSE (Automatic Transmi

(Claim) Cause:

FOUND TRANSMISSION INTERNAL PROBLEM. FOUND TRANSMISSION INTERNAL PROBLEM. FOUND TRANSMISSION INTERNAL PROBLEM. FOUND TRANSMISSION INTERNAL PROBLEM.

(Claim) Correction:

R/R TRANSMISSION,[redacted] SKIPLATE,0E [redacted] REPLACE KI ASSEMBLE,ALSO R/R TRANSMISSION,[redacted] SKIPLATE,0E [redacted] REPLACE KI ASSEMBLE,ALSO R/R TRANSMISSION,[redacted] SKIPLATE,0E [redacted] ,REPLACE KI ASSEMBLE,ALSO R/R TRANSMISSION,[redacted] SKIPLATE,0E [redacted] REPLACE KI ASSEMBLE,ALSO

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$2,669.32	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] PARK	[redacted]	[redacted]	[redacted]	[redacted]
Address	7000 N W LOOP 410 , SAN ANTONIO, TX 78238						

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	2		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		12.74	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.30	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		32.60	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		39.81	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		41.15	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		43.28	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		30.28	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		136.26	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		45.42	$91.84
A	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		365.15	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BEARING	1		38.83	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		25.65	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1307.40	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		44.35	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		185.24	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		36.16	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted] RING	[redacted]			
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BEARING	2		76.24	$91.84
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		39.81	$183.67
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			05189966AD	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			05189966AD	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68254056AB	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			06511777AA	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]		1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			06509166AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GREASE	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	SEAL RING	1		[redacted]	

		; [redacted] shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SNAP RING	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BEARING	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	21000A91	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		29.57	$704.08

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		39.81	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.65	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	1		185.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SNAP RING	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	

RO Narratives

(RO) Customer Concern:

CAR AUTOMATIC TRANSMISSION. [CUSTOMER STATES:] [redacted] Inspection [CHECK ENGINE LIGHT IS ON AND WILL NOT UP SHIFT WITHOUTFLOORING IT, AT TAKE OFF FEELS LIKEITS IN [redacted] AND WONT GO PAST [redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted] LINE B CAR AUTOMATIC TRANSMISSION. [CUSTOMER STATES:] CAR AUTOMATIC TRANSMISSION. CUSTOMER STATES: [redacted] INCORRECTRATIO, [redacted] INCORRECT RATIO.TRANSMISSION HAS NO FORWARD GEARS. PERFORMSERVICE BULLETIN [redacted] CLUTCH DRUMSNAP RING DISLODGED. REMOVE TWO-PIECEDRIVESHAFT, REMOVE DEF TANK ASSEMBLY, REMOVETRANSFER CASE, REMOVE TRANSMISSION, REMOVEFRONT PUMP, REMOVE INPUT SHAFT ASSEMBLY ANDFOUND K1 CLUTCH SNAP RING DISLODGED. REPLACEINPUT SHAFT ASSEMBLY AND SUB-ASSEMBLY. TESTDRIVE VEHICLE CHECKED OK [redacted] Inspection [CHECK ENGINE LIGHT IS ON AND WILL NOT UP SHIFT WITHOUTFLOORING IT, AT TAKE OFF FEELS LIKE ITS IN [redacted] AND WONT GO PAS[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CHECK ENGINE LIGHT IS ON AND WILL NOT UP SHIFT WITHOUT FLOORING IT, AT TAK E OFF FEELS LIKE ITS IN [redacted] AND WONT GO PAST [redacted]

(Claim) Cause:

[redacted] INCORRECT RATIO, [redacted] INCORRECT RATIO. TR ANSMISSION HAS NO FORWARD GEARS. PERFORM SERVICE BULLETIN [redacted] CLUTC H DRUM SNAP RING DISLODGED. REMOVE [redacted] DRIVESHAFT, REMOVE DEF TANK ASS EMBLY, REMOVE TRANSFER CASE, REMOVE TRANSMISSION, REMOVE FRONT PUMP, REMOVE INPUT SHAFT ASSEMBLY AND FOUND K1 CLUTCH SNAP RING DISLODGED

(Claim) Correction:

REPLACED CLUTCH, BEARINGS, GASKETS, AND ASSOCIATED COMPONENTS TO COMPLETE TSB [redacted] AND FILLED WITH FLUIDS. TEST DROVE TO CONFIRMED VEHICLE IS SHIFTIN G AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT		[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**	$7,636.04	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**		**Zone**	66
Address	, ,				

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	[redacted]			
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	

A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			06506497AA	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	WASHER	1		[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [[redacted] CAR IS JERKING WHEN ACCLERATING AND SHIFTS [redacted] VERY HARD] RENTAL VEHICLE BEING PROVIDED BY MANUFACTURER AND IS DUE TO BE RETURNED BACK WITHIN [redacted] OF COMPLETION DATE OF CUSTOMER VEHICLEOR CUSTOMER WILL BE SUBJECT TO CHARGES AT [redacted].

(RO) Cause:

. ALTERNATE TRANSPORTATION

(RO) Correction:

[redacted] Customer states transmission ios notworking properly Verified concern noforward gears wont move\ DTC [redacted] Gear 1shift incorrect ratio active Cause of failureK1 clutch snap ring dislodged internally oftransmission Replaced transmission and setfluid level road tested performed atransmission quick learn road tested Verifiedtransmission shifts as designed Replacedtransmission [redacted] FC-[redacted]----> [redacted] DEF equipped [redacted]---> [redacted] hoursTransmission replace 4WD equipped [redacted]---> [redacted] drive shaftequipped [redacted]---> [redacted] Totallabor hours-----> [redacted] Please flag me mytime ---> [redacted] General Concern #1 [[redacted] CAR IS JERKING WHEN ACCLERATING AND SHIFTS [redacted] VERY HARD] DIAGNOSED ISSUE RENTAL VEHICLE BEING PROVIDED BY MANUFACTURER AND IS DUE TO BE RETURNEDBACK WITHIN [redacted] OF COMPLETION DATE OF CUSTOMER VEHICLE OR CUSTOMER WILL BE SUBJECT TO CHARGES AT [redacted]. RENTAL VEHICLE BEING PROVIDED BY MANUFACTURER AND IS DUE TO BE RETURNED BACK WITHIN [redacted] OF COMPLETION DATE OF CUSTOMER VEHICLE OR CUSTOMER WILL BE SUBJECT TO CHARGES AT [redacted].

(RO) Technical Notes:

CUSTOMER CONCERN OF CAR IS JERKING AND SHIFTS HARD .

GCS Narratives

(Claim) Customer Concern:

CUSTOMER CONCERN OF THE CAR IS JERKING WHEN ACCLERATING AND SHIFTS [redacted] VERY HARD.

(Claim) Cause:

TECH VERIFIED CONCERN NO FORWARD [redacted] WONT MOVE.DTC [redacted] GEAR [redacted] I NCORRECT RATIO ACTIVE CAUSE OF FAILURE K1 CLUTCH SNAP RING DISLODGED INTERN ALLY OF TRANSMISSION

(Claim) Correction:

REPLACED TRANSMISSION AND SET FLUID LEVEL ROAD TESTED PERFORMED A TRANSMISS ION QUICK LEARN ROAD TESTED VERIFIED TRANSMISSION SHIFTS AS DESIGNED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$6,255.62	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**		**Zone**	[redacted]
[redacted]	[redacted]				

Condition Information

Condition			Failure	Failure	Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				FLUID AFT	2		96.46	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	COOLER	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]B	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]				[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]				

A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		20.16	$167.74
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		217.00	$167.74
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN TOWED NO WITH NO DRIVE, TRUCK IS IN LIMP MODE

(Claim) Cause:

VEHICLE HAS GEAR RATIO CODES FO[redacted] AND [redacted] BARELY WANTS TO MOVE IN [redacted] ,SPEED SENSORS ARE WORKING ALONG WITH REVERSE.

(Claim) Correction:

CHECKED FLUID LEVEL AND CONDITION. FLUID FULL BUT IS BROWN WITH BURNT SMELL, C HECKED SERVICE BULETINS AS OF [redacted] FOUND NOTHING RELATED TO CONCERN. REMO VED TRANSMISSION FROM VEHICLE, REMOVED CONVERTER, PUMP AND K1 AND K2 CLUTCH ASSEMBLIES, FOUND K1 CLUTCH ASSEMBLY CLUTCHES BURNED, AND METAL CONTAMINATION THROUGHOUT TRANSMISSION DUE TO SNAP RING FAILURE, A SAMPLE OF FLUID FROM COO LER SHOWED SIGNS OF METAL CONTAMINATION AS WELL. REPLACED TRANSMISSION ASSEM BLY AND COOLER, SET FLUID LEVEL, PERFORM QUICKLEARN, AND ROAD TEST TO CONFIRM REPAIRS. VEHICLE COMPLETED [redacted] AND RETURNED TO CUSTOMER.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] 2 - [redacted] LIMITED CREW CAB
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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]	[redacted]	[redacted]	[redacted]00	***Total Paid*** [redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone*** 71	[redacted]
Address	, ,				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure*** [redacted]	[redacted]	[redacted]	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Module, [redacted] ( ) ; Module, [redacted] ( ) - Reprogram, Includes Quicklearn Routine			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE 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 ; [redacted] AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	[redacted] Quick Learn ; [redacted] Transmissions only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	[redacted] Quick Learn ; [redacted] Transmissions only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Check Tire Pressure Multi-point inspection General Concern #2 [TEST AND INSPECT ,CUSTOMER STATES THE VEHICLE WILL NOT MOVE IN GEAR ,PLEASE CHECK AND ADVISE.]

(RO) Cause:

NA

(RO) Correction:

[redacted] SET TIRE PRESSURES Check Tire Pressure CHECK TIRE PRESURES, SET TIRES TO FACTORY SPECIFICATION, SET TIRES TO RF_____ LF_____RR_____ [redacted] PERFORMED INSPECTION Multi-point inspection PERFORM MULTI-POINT VEHICLE INSPECTION [redacted] VERIFIED THE CUSTOMER'S CONCERN OFCHECK ENGINE LIGHT. ACCESSED THE DIAGNOSTICPORT AND PERFORMED A SCAN TO FIND ACTIVECODE [redacted]. CHECKED TRANSMISSIONFLUID LEVEL AND CONDITION TO FIND THETRANSMISSION FLUID LEVEL IS FULL AND CLEAN.FOUND THE AUTOMATIC TRANSMISSION ASSEMBLY ISTHE POINT OF CONCERN. FURTHER EXAMINATIONFOUND THE AUTOMATIC TRANSMISSION ASSEMBLYWON'T MOVE DUE TO THE K1 CLUCH. ACCESSED,REMOVED AND REPLACED THE AUTOMATICTRANSMISSION ASSEMBLY AND REINSTALLED ALLCOMPONENTS REMOVED FOR REPAIRS IN THE REVERSEORDER OF REMOVAL. PERFORMED AN AUTOMATICTRANSMISSION SHIFT RELEARN. PERFORMED ACOMPLETE TRANSMISSION ADAPTATION PROCEDURE.ROAD TESTED THE VEHICLE [redacted] TO VERIFYREPAIRS DOCUMENTED THE VEHICLE IN MILEAGE [redacted] AND THE VEHICLE OUT MILEAGE [redacted]. CONCERN DISCOVERED DURING VEHICLEINSPECTION. ACCESSED THE DIAGNOSTIC PORT ANDPERFORMED A SCAN. CHECKED FOR ANY SOFTWAREUPDATES TO FIND A TRANSMISSION CONTROL MODULESOFTWARE UPDATE IS DUE WHICH IS RELATED TOTHE VEHICLE'S CONCERN. FINDING THE SOFTWAREIS NOT OPERATING AS PER MANUFACTURERSPECIFICATIONS. FURTHER EXAMINATION FOUND THESOFTWARE NEEDS UPDATED AND THE SOFTWARE ISOUT OF DATE. VERIFIED THE SOFTWARE PARTNUMBER AS 68541283AA ACCESSED THE DIAGNOSTICPORT AND REPROGRAMMED THE SYSTEM TRANSMISSIONCONTROL MODULE WITH A FINAL SOFTWARE UPDATEDPART NUMBER OF [redacted] REFERRING TO [redacted]. THE SYSTEM IS NOW OPERATING ASDESIGNED. General Concern #2 CUSTOMER STATES THAT THERE IS A GENERAL CONCERN WITH THE VEHICLE

(RO) Technical Notes:

[redacted] -PART HOLD ENGINEERING REVIEW REPLACEMENT - ATTACHED SUPPORT. THANK YOU.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE WILL NOT MOVE IN GEAR ,PLEASE CHECK AND ADVISE.]

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT. ACCESSED THE DIAGNOSTI C PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE [redacted]. CHECKED TRANS MISSION FLUID LEVEL AND CONDITION TO FIND THE TRANSMISSION FLUID LEVEL IS FUL L AND CLEAN. FOUND THE AUTOMATIC TRANSMISSION ASSEMBLY IS THE POINT OF CONCER N. FURTHER EXAMINATION FOUND THE AUTOMATIC TRANSMISSION ASSEMBLY WON'T MOVE D UE TO THE [redacted] CLUCH. ACCESSED THE DIAGNOSTICPORT AND PERFORMED A SCAN. CHECKED FOR ANY SOFTWARE UPDATES TO FIND A TRANSMISSION CONTROL MODULE SOFTWARE UP DATE IS DUE WHICH IS RELATED TO THE VEHICLE'S CONCERN. FINDING THE SOFTWARE I S NOT OPERATING AS PER MANUFACTURER SPECIFICATIONS. FURTHER EXAMINATION FOUND THE SOFTWARE NEEDS UPDATED AND THE SOFTWARE IS OUT OF DATE. VERIFIED THE SOF TWARE PART NUMBER AS 68541283AA

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE AUTOMATIC TRANSMISSION ASSEMBLY AND REINST ALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. PER FORMED AN AUTOMATIC TRANSMISSION SHIFT RELEARN. PERFORMED A COMPLETE TRANSMIS SION ADAPTATION PROCEDURE. ROAD ACCESSED THE DIAGNOSTIC PORT AND REPROGRAMME D THE SYSTEM TRANSMISSION CONTROL MODULE WITH A FINAL SOFTWARE UPDATED PART NUMBER OF [redacted] REFERRING TO [redacted]. THE SYSTEM IS NOW OPERATING AS D ESIGNED. TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE [redacted] AND THE VEHICLE OUT MILEAG[redacted]. CONCERN DISCOVERED DURING VEHICLE INSPECTION.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [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**	$0.00	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	5101 SOUTH FIRST STREET , ABILENE, TX 79605		

Condition Information

Condition [redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]	Air Bag/Supplemental restraint system	2W	WIRES CUT BY MO[redacted]G MECHANISM						[redacted]
[redacted]	Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES AIRBAG LIGHT IS ON

(Claim) Cause:

[redacted] - RIGHT SIDE SEAT DEPLOYMENT SQUIB [redacted] OPEN

(Claim) Correction:

PERFORMED VISUAL INSPECTION OF PASSENGER SEAT HARNESS. SEAT WIRING CHAFTED AGA INST SEAT FRAME FOR AIR BAG CIRCUIT. REMOVED PASSENGER SEAT TO ACCESS WIRING AND PROPER REPAIR CIRCUITS R6 AND R8 FOR AIRBAG CIRCUIT IN CONNECTOR XY412A . RECONNECTED BATTERIES. CLEARED CODES AND VERIFIED PROPER OPERATION AFTER REP AIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 [redacted] MEGA CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	[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**	$1,144.22	**Part**	$800.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	1724 HILTON DR , ST GEORGE, UT 84770		

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	LOP Expense
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	2		[redacted]	
[redacted]		Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			20.16	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	21000A01	Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	FLUID AFT	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	[redacted]	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	2		96.46	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	$800.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

DIAGNOSTIC MISC. OPERATIONS MOPAR EXPRESS LANE INSPECTION PROVIDE CUSTOMER WITH LOANER VEHICLE WHEN CAR IS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

RENTAL FOR BACK ORDER PART [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN DRIVING LIGHTS CAME ON AND HAD A BIG BANG SLAMMED IN GEAR AND WONT GO. TOWED IN PLEASE ADVISE

(Claim) Cause:

SCANNED VEHICLE FOUND [redacted]. VEHICLE HAWS NO FORWARD GEARS ONLY R EVERSE.

(Claim) Correction:

REMOVED TRANSMISSION AND REPLACED K1 CLUTCH AS INSTRUCTED IN BULLETIN [redacted] 3. REINSTALLED TRANS AND FILLED WITH FLUID. CLEARED CODES. UPDATED TCM FROM [redacted] TO AB. PERFORMED QUICK LEARN AND DRIVE VERIFICATION.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$2,580.16	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**		**Zone**	51 [redacted]
Address	, ,				

Condition Information

Condition	[redacted]		[redacted]	[redacted]	[redacted]	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		45.85	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	TOC ASSY	1		178.76	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]B	HUB	1		386.77	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		63.58	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		144.33	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1384.84	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		196.22	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		40.38	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	RACE	1		45.85	$321.12
A	851STATE	State Labor Allowance			[redacted]	TOC ASSY	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	BOLT	6		27.17	$321.12
A	851STATE	State Labor Allowance			[redacted]	HUB	1		[redacted]	$321.12
A	851STATE	State Labor Allowance			[redacted]	GREASE	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	FLUID AFT	9		144.33	$321.12
A	851STATE	State Labor Allowance			[redacted]	FLUID AFT	7		112.26	$321.12
A	851STATE	State Labor Allowance			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	851STATE	State Labor Allowance			[redacted]	HUB	1		196.22	$321.12
A	851STATE	State Labor Allowance			[redacted]	BEARING	1		40.38	$321.12

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 IS NOT SHIFTING

(Claim) Cause:

FOUND TSB FROM CHRYSLER FOR REPLACEMENT OF 1-4 [redacted] HUB AND CLUTCH PCK. PARTS ARE ON NO ETA BACK ORDER. TRANSMISSION IS ON ENGINEERING HOLD. PARTS HAVE BE EN ORDERED CUSTOMER CONTACTED RAM BECAUSE OF THE ISSUE WITH HIS TRUCK[redacted] SE[redacted] WAS OPENED BY CASE MANAGEMENT EMPLOYEE [redacted]. SEE ATTA CHED EMAIL CONVERSATION FOR PARTS ORDERING AND EXPEDITING FOUND VEHICLE W ITH CHECK ENGINE LIGHT AND WOULD NOT ENGAGE DRIVE. FOUND [redacted] SET ACTIVE [redacted]MPAIGN NUMBER 23-065 TO BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTI FICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEH ICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC T ROUBLE CODE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR O UT OF [redacted] - [redacted] DUE TO THE K1 CLUTCH SNAP RING BECOMING DISLODGED.

(Claim) Correction:

ACCESSED, INSPECTED AND REPLACED THE [redacted] CLUTCH / INPUT SHAFT ASSEMBLY AS PER R APID SERVICE UPDATE 23-065 INSTRUCTIONS. FOUND SNAP RING DISLODGED AND DAMAG E TO K1 HUB AND K2 HUB. REPLACED DAMAGED PARTS PER TSB INSTRUCTIONS. REPLACE D [redacted] INPUT HUB AND K2 HUB WITH ALL APPLICABLE BEARINGS AND DRIVE SHAFT BOLTS . DOCUMENTED THE LABOR OPERATION NUMBER AS 21-00-0A[redacted] WITH A RELATED LA BOR OPERATION OF 21-00-0A[redacted]. TEST DRIVE VEHICLE TO VERIFY CONCERN

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**	$1,798.20	**Part**	$1,500.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	STAR 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
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1270.41	$103.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	6		24.92	$103.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.18	$103.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.18	$103.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		58.33	$103.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	7		102.98	$103.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		38.68	$103.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	SEAL RING	4		49.50	$103.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	7		102.98	$103.69
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1270.41	$207.38
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	[redacted]			

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		58.33	$51.85
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	LUBRICANT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	1		7.18	$34.56

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		7.18	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		38.68	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted] RING	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	[redacted] RING	4		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	7		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	1		7.18	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	1		7.18	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		43.10	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	7		102.98	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		38.68	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted] RING	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	LUBRICANT	2		92.94	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	7		102.98	$0.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		24.92	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	1		[redacted]	[redacted]

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		[redacted]
A		Loaner Car ; High Line Vehicles				BOLT			
A		Loaner Car ; High Line Vehicles				FLUID AFT			
A		Loaner Car ; High Line Vehicles				GASKET	1		
A		Loaner Car ; High Line Vehicles				SEAL RING	4		
A		Loaner Car ; High Line Vehicles				LUBRICANT	2		
A		Loaner Car ; High Line Vehicles				FLUID AFT			

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES AIRBAG LIGHT IS ON - [INSPECTION: STAR DODGE CHRYSLER JEEP RAM COMPLETED NO CHARGE MULTIPOINT|INSPECTION AND A COMPLIMENTARY ALIGNMENT CHECK YOUR SERVICE|ADVISOR WILL GO OVER THE RESULTS AFTER COMPLETED] Automatic Transmission Concern [CUSTOMER STATES VEH WONT MOVE WHEN YOU PUT IT IN GEAR]

(RO) Cause:

[redacted]

(RO) Correction:

Performed visual inspection of passenger seat harness. Seat wiring chafted against seat frame for air bag circuit. Removed Passenger seat to access wiring and proper repair circuits R6 and R8 for airbag circuit in connector [redacted]. Reconnected batteries. cleared codes and verified proper operation after repair. COMPLETED Removed required components to remove transmission assembly. Removed torque converter, Took end play measurments [redacted] Removed bell housing and front pump. confirmed [redacted] Snap ring has come dislogged. replaced required parts and full [redacted] clutch assembly. Transmission required multiple Times of disassembly due end play. Opened STAR case and confirmed that messurments ok. Reassembled transmission and reinstalled to vehicle. Filled transmission to proper level Performed quick learn . transmission operating properly after repair.

(RO) Technical Notes:

PARTS DELIVERY DELAY RENTAL .

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES VEH WONT MOVE WHEN YOU PUT IT IN GEAR]

(Claim) Cause:

CONFIRMED VEHICLE HAS NO ENGAGEMENT. TSB [redacted] FOR K1 CLUTCH SNAP RING FA ILURE.

(Claim) Correction:

REMOVED REQUIRED COMPONENTS TO REMOVE TRANSMISSION ASSEMBLY. REMOVED TORQUE CONVERTER, TOOK END PLAY MEASURMENTS 0.026IN. REMOVED BELL HOUSING AND FRONT PUMP. CONFIRMED [redacted] SNAP RING HAS COME DISLOGGED. REPLACED REQUIRED PARTS AND FULL K1 CLUTCH ASSEMBLY. TRANSMISSION REQUIRED [redacted] OF DISASSEMBL Y DUE END PLAY. OPENED STAR CASE AND CONFIRMED THAT MEASUREMENTS OK. REASSEM BLED TRANSMISSION AND REINSTALLED TO VEHICLE. FILLED TRANSMISSION TO PROPER LEVEL PERFORMED QUICK LEARN . TRANSMISSION OPERATING PROPERLY AFTER REPAIR.

Warranty Claim Report

Vehicle Information

[redacted]	[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***	$2,969.00	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***		***Zone***	51
[redacted]					

Condition Information

Condition			***Failure***	***Failure Desc***	***[redacted] Number***	***[redacted] Name***	***[redacted] Quantity***	***[redacted] Failed***	***[redacted] Expense***	***[redacted] Expense***
A	[redacted]	Actuator ; 6.7 liter diesel engine	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	ACTUATOR	1	X	2969.00	$188.93
[redacted]	[redacted]	Module, [redacted] ( ) ; Module, [redacted] (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] LIGHT Customer states CHECK SHIFTS HARD

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK [redacted] LIGHT. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. ROAD TESTED THE VEHICLE [redacted]. PERFORMED A VISUAL INSPECTION NOTHING ABNORMAL. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE [redacted] - TURBOCHARGER BOOST CONTROL POSITION SENSOR PERFORMANCE. CHECKED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFORMED A TURBOCHARGER ACTUATOR EXAMINATION AND DIAGNOSTIC FINDING THE REMOVE THE ACTUATOR. THE TURBO ARM MOVES FREE. . FINDING ALL PINS TIGHT. CALIBRATE THE ACTUATOR AND INSTALL. TEST DRIVE [redacted] -TURBOCHARGER BOOST CONTROL POSITION SENSOR PERFORMANCE. RETURNED. FOUND THE [redacted] TURBOCHARGER ACTUATOR IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE [redacted] TURBOCHARGER ACTUATOR IS BINDING INTERNALLY. Found [redacted] A

(RO) Correction:

ACCESSED, REMOVED AND REPLACED THE [redacted] TURBOCHARGER ACTUATOR WITH ALL OTHER RELATED NEW SEALS GASKETS AND/OR NON-REUSABLE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. CLEARED ALL DIAGNOSTIC TROUBLE CODES AND VERIFIED CODES DID NOT RETURN. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED. Update the tcm from [redacted] to targeted part number [redacted]. Quicklearn trans

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK SHIFTS HARD [redacted] LIGHT

(Claim) Cause:

FOUND [redacted] A VERIFIED THE CUSTOMER'S CONCERN OF CHECK [redacted] LIGHT. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, R APID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHIC LES CONCERN. ROAD TESTED THE VEHICLE [redacted]. PERFORMED A VISUAL INSPECTION NOTHING ABNORMAL. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE(S) [redacted] -TURBOCHARGER BOOST CONTROL POSITION SENSOR PERFORMAN CE. CHECKED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DU E. PERFORMED A TURBOCHARGER ACTUATOR EXAMINATION AND DIAGNOSTIC FINDING THE REMOVE THE ACTUATOR. THE TURBO ARM MOVES FREE. . FINDING ALL PINS TIGHT. CAL IBRATE THE ACTUATOR AND INSTALL. TEST DRIVE [redacted] -TURBOCHARGER BOOST CONTRO L POSITION SENSOR PERFORMANCE. RETURNED. FOUND THE [redacted] TURBOCHARGER ACTUA TOR IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE [redacted] TURBOCHARG ER ACTUATOR IS BINDING INTERNALLY.

(Claim) Correction:

UPDATE THE TCM FROM [redacted] TO TARGETED PART NUMBER 68541283AB. QUICKLEARN TRANS ACCESSED, REMOVED AND REPLACED THE [redacted] TURBOCHARGER ACTUATOR WITH ALL OTHER RELATED NEW SEALS GASKETS AND/OR NON-REUSABLE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. CLEARED ALL DIAGNOSTIC [redacted] CODES AND VERIFIED CODES DID NOT RETURN. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] BIG [redacted] 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**		**Zone**	[redacted]
Address	, ,				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
B	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Engine Mechanical Concern [Customerstates vehicle is not getting proper power when going up an incline and hesitates to get in gears. Please inspect and advise] Steering/Suspension/Steering Wheel Concern [Customer States while driving the [redacted] vehicle bounces heavily. Not sure if in front or rear please inspect and advise] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval)

(RO) Cause:

PCM AND TCM SOFTWARE NO PROBLEM FOUND NO PARTS AVAILABLE AT THIS TIME .

(RO) Correction:

[redacted] PCM AND TCM SOFTWAR[redacted] [redacted]80 DROVE VEHICLE WITH SHOP [redacted]. COULD NOTDUPLICATE CUSTOMERS CONCERN. DID HOWEVER FINDTSB 21-030-22 AND TSB [redacted] TO FLASH PCMAND TCM FOR SHIFTING AND DRIVEABILTYIMPROVEMENTS. FLASHED TCM AND PCM. PERFORMEDQUICKLEARN. RETURNED VEHICLE TO CUSTOMER.PCM OLD [redacted] PCM NEW [redacted] TCM OLD [redacted] TCM NEW [redacted] Engine Mechanical Concern ENGINE MECHANICAL CONCERN [redacted] NO PROBLEM FOUND TEST DROVE VEHICLEWITH SHOP [redacted]. DROVE VEHICLE AT ALLSPEEDS DURING VARIOUS DRI[redacted]G CONDITIONS ANDROAD SURFACES. COULD NOT DUPLICATE CUSTOMERCONCERN. RAISED VEHICLE AND INSPECTED FRONTAND REAR SUSPENSION. NO PROBLEM FOUND AT THISTIME. VEHICLE RIDES EXACTLY AS ANOTHER [redacted] WITH AN AISIN TRANS. Steering/Suspension/Steering Wheel Concern STEERING/SUSPENSION CONCERN [redacted] NO PARTS AVAILABLE AT THIS TIME RECALL NO PARTS AVAILABLEAT THIS TIME PERFORM MANUFACTURER RECALL Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE IS NOT GETTING PROPER POWER WHEN GOING UP INCLINE AND HESITATES TO GET IN GEARS

(Claim) Cause:

PCM AND [redacted] SOFTWARE AVAILABLE

(Claim) Correction:

DROVE VEHICLE WITH SHOP [redacted]. COULD NOT DUPLICATE CUSTOMERS CONCERN. DID H OWEVER FIND [redacted] AN [redacted] TO FLASH PCM AND [redacted] FOR SHIFTING AND DRIVEABILTY IMPROVEMENTS. FLASHED [redacted] AND PCM. PERFORMED QUICKLEARN. RET URNED VEHICLE TO CUSTOMER. PCM OLD [redacted] PCM NEW [redacted] [redacted] OLD [redacted] [redacted] [redacted] NEW [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] CAB [redacted]
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	***Coverage***	[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

[redacted]	[redacted]	***Name***	ATASCOSA CPDJE LTD	[redacted]	[redacted]
Address	[redacted] IH #37 , PLEASANTON, TX 78064				

Condition Information

Condition [redacted]	[redacted]	***Desc***	[redacted]	***Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		127.25	$29.89
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	4		56.56	$29.89
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		127.25	[redacted]
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	

RO Narratives

(RO) Customer Concern:

Check engine light on Advise (General Concern 1) Customer States transmission only goes into reverse Advise (General Concern 2) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) [redacted] INSPECTION COURTESY OF ALLWAYS

[redacted]E I CONSENT TO THE RECEIPT OF SERVICE UPDATES, REMINDERS,PROMO TIONS, AND OTHER INFORMATION RELATED TO MY VEHICLE OR ANY FU TURE VEHICLE I MAY PURCHASE AT ALLWAYS AUTO [redacted]P VIA TEXT MESSAGING. THIS CELL PHONE IS MY PHONE. I CAN OPT OUT FROM RECEIVING TEXT MESSAGES BY REPLYING STOP TO OPT OUT.

(RO) Cause:

FOUND COD[redacted] AND [redacted] ACTIVE. PERFORMED TS[redacted] REV.A PULLED TRANSMISSION AND K1 CLUTCH CAME APART.

(RO) Correction:

REPLACED K1 CLUTCH KIT. REINSTALLED TRANSMISSION, FILLED WITH FLUID, AND TEST DROVE. SHIFTS FINE, AND NO LIGHTS OR CODES. SEE LINE 1 NO REMEDY AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON ADVISE (GENERAL CONCERN 1)

(Claim) Cause:

FOUND COD[redacted] AND [redacted] ACTIVE. PERFORMED TSB [redacted] REV.A PULLED TRANS MISSION AND [redacted] CLUTCH CAME APART.

(Claim) Correction:

REPLACED K1 CLUTCH KIT. REINSTALLED TRANSMISSION, FILLED WITH FLUID, AND TEST DROVE. SHIFTS FINE, AND NO LIGHTS OR CODES.

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$2,640.94	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	71
[redacted]					

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		45.01	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		31.49	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		26.67	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		192.65	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		37.60	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		40.38	[redacted]
[redacted]2		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		379.74	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		39.64	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]			[redacted]	[redacted]	1		[redacted]	

		; [redacted] shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SEAL RING	1		13.24	$39.11
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	FLUID AFT	9		141.71	$0.00
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	BEARING	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	GASKET	1		41.40	$0.00
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		141.71	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]	ZZ	SERVICE ACTION	[redacted]	BOLT	6		26.67	[redacted]

		; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		37.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		379.74	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		30.75	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		62.43	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		13.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		8.98	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

		: [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING SERVICE ENGINE LIGHT TURN ON AND TRANSMISSION ST OP UPSHIFTING VEHICLE LOST DRIVE TOWN IN TRANSMISSION SLIPS INTO DRIVE

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. FOUND [redacted] AND [redacted]. REMOVED TRANSMISSION FOR INSPECTION AND FOUND FAILED SNAP RING ON [redacted]. FAILED SNAP RING CAUS ED DAMAGE TO THE HUBS AND CLUTCHES. FOUN[redacted] REV. A - [redacted] SNAP RING REPAIR. REPAIRED VEHICLE AS PER TSB.

(Claim) Correction:

REPLACED K1 HUB ANDK2 CLUTCH HUB DUE TO DAMAGE, REPLACED [redacted] HUB. REPLA CED [redacted] AND OIL PUMP GASKET. TOPPED OFF FLUID, PERFORMED QU ICK LEARN AND TEST DROVE VEHICLE. VERIFIED PROPER SHIFTING AND NO [redacted]S RETU RNED.

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	70
[redacted]	[redacted]				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	[redacted] Transmission [redacted] 6.7 liter diesel w/ [redacted] Auto Trans	DR	CONTROLLER INTERNAL FAULT [redacted]	[redacted]	MODULE	1	X	[redacted]	
A	[redacted]	[redacted] Transmission [redacted] 6.7 liter diesel w/ [redacted] Auto Trans	DR	CONTROLLER INTERNAL FAULT [redacted]	[redacted]	CONNECTOR	1		95.26	[redacted]
A	[redacted]	Wiring harness, trailer tow			[redacted]	MODULE	1	X	[redacted]	[redacted]
A	[redacted]	Wiring harness, trailer tow			[redacted]	CONNECTOR	1		95.26	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	MODULE	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CONNECTOR	1		95.26	[redacted]

RO Narratives

(RO) Customer Concern:

MISCELLANEOUS REPAIRS CUSTOMER REQUESTS RENTAL VEHICLE-NO SMOKING OR PET MISCELLANEOUS REPAIRS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S GRINDING NOISE WHEN PUTTING INTO GEAR

(Claim) Cause:

BROUGHT VEHICLE INTO SHOP VIA CUSTOMER CONCERN OF TR ANSMISSION NOISE AND CHECK [redacted] LIGHT. VERI FIED CONCERNS. SCANNED FOR DIAGNOSTIC TROUBLE CODES REGARDING ISSUE AND FOUND ACTIVE CODE [redacted] TRANSMISSION CONTROL SYSTEM ELECTRICAL AND MULTIP LE IMPLAUSIBLE DATA FROM [redacted] CODES FROM MULTIPLE MOD ULES. WENT THROUGH DIAGNOSTIC PROCEDURE AND ERASED CODES. FOUND CODE TO COME BACK RIGHT AWAY. CHECKED [redacted] FUSE AND FOUND TO B THROUGHOUT THE FUSE. CHECKED [redacted] DTCS REGARDI NG ISSUE AND FOUND NONE AT THIS TIME. INSPECTED IGNITION 2 [redacted] IN [redacted] AND FOUND TO INDICATE AN OPEN. PULLED [redacted] BAY PDC OUT AND INSPECTED PINS FOR ANY SIGNS OF DAMAGE OR CORROSION. FOUND NO ISSUES WITH ANY CONNECTOR IN PDC AND ALL PINS HAVE GOOD FITMENT. CHECKE [redacted] CIRCUIT FOR HIGH RESISTANCE FROM PDC C3 CONNECTOR AND FOUND LOAD TEST TO FAIL. FOLLOWED WIRING DIAGRAMS FOR [redacted]

(Claim) Correction:

CIRCUIT. LOAD TESTED FROM PDC TO BODY CONNECTOR [redacted]. FOUND TO PASS WITH GOOD RESISTANCE. CHEC KED FROM PDC TO CONNECTOR: [redacted] ALSO FOUND TO PASS. CHECKED FROM PDC TO [redacted] FOUND TO PASS. REMOVED BOTH FENDER WELLS AND LOAD TESTED FRO M PDC TO AXLE DISCONNECT, FOUND TO PASS AS WELL. LOA D TESTED TO D[redacted], [redacted] AND FOUND ALL WIRING GOOD. R EPLACED [redacted] AND PROGRAMMED

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 [redacted]
Address	, ,				

Condition Information

Condition [redacted]			**Failure**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Cross Member / Cradle / Bushing - Buzz Squeaks Rattles ; Rear	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

CHECKED FOR NOISE

GCS Narratives

(Claim) Customer Concern:

C/S GRINDING NOISE WHEN PUTTING INTO GEAR

(Claim) Cause:

CHECKED FOR NOISE

(Claim) Correction:

SSUE AND FOUND NONE AT THIS TIME. INSPECTED IGNITION 2 [redacted] IN [redacted] AND FOUN D TO INDICATE AN OPEN. PULLED [redacted] PDC OUT AND INSPECTED PINS FOR ANY SIGNS OF DAMAGE OR CORROSION. FOUND NO ISSUES WITH ANY CONNECTOR IN PDC AND A LL PINS HAVE GOOD FITMENT. CHECKED [redacted] CIRCUIT FOR HIGH RESISTANCE FROM PDC C3 CONNECTOR AND FOUND LOA

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***	$108.43	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	HOLZHAUER AUTO&TRK SLS IN	[redacted]	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	***[redacted] Number***	***[redacted] Name***	***[redacted] Quantity***	***[redacted] Failed***	***[redacted] Expense***	***[redacted] Expense***
A	[redacted]	Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		2.94	[redacted]
A	[redacted]	Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	104.02	[redacted]
A	[redacted]	Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]BAA	NUT	1		1.47	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS CHECK OF TRANSMISSION/TRANSAXLE CUSTOMER REQUESTS OPEN RECALL TO BE PERFORMED CUSTOMER REQUESTS CHECK OF BATTERY AND CHARGING DURING TRANSMISSION REPLACEMENT FOUND STARTER

(RO) Cause:

DURING TRANSMISSION REPLACEMENT FOUND STARTER

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DURING TRANSMISSION REPAIR FOUND THAT FLEXPLATE FAILED AND DAMAGED STARTER WHLE DRIVING CUSTOMER HEARD A NOISE AND THEN VEHICLE WOULD NOT ACCLERATE. VEHI CLE HAD TO BE TOWED IN

(Claim) Cause:

STARTED DAMAGED DUE TO FLEXPLATE FAILURE TOWED INTO SHOP AND CONNECTED TO [redacted] FOUN[redacted] AND [redacted] RACKED AND LIFTE D VEHICLE FOUND BELL HOUSING HAD A HOLE IN IT CAUSED BY THE FLEXPLATE FAILIN G. ON REMOVAL OF TRANSMISSION FOUND FLEXPLATE FAILED CAUSING TRANSMISSION, S TARTER, AND ADAPTER TO FAIL AS WELL ALL DUE T OTHE FLEXPLATE FAILING. WHEN T HE FLEXPLATE FAILED THE OTHER COMPONENTS SUCH AS THE STARTER, ADAPTER PLATE, AND THE TRANSMISSION AND TORQUE CONVERTER WERE ALL EFFECTED. I ATTACHED PHO TOS OF THE ADAPTER PLATE SHOWING THE SCARING AND BROKEN PARTS OF THE PLATE. THANK YOU AND SORRY I LEFT THAT INFORMATION OFF THE [redacted]

(Claim) Correction:

REPLACED STARTER SERVICED AS AN ASSEMBLY REPLACED TRANSMISSION, FLEXPLATE, ADAPTER, AND TRANS C OOLER.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS [redacted]
Build Date	[redacted]	**Plant**	[redacted] 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**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	HOLZHAUER AUTO&TRK SLS IN	**Zone**	51	[redacted]	
Address	[redacted]						

Condition Information

[redacted]					**Part Number**	**Part Name**	[redacted] **Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Starter ; [redacted] diesel engine	11	BROKEN OR CRACKED	[redacted]	STARTER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS CHECK OF TRANSMISSION/TRANSAXLE CUSTOMER REQUESTS OPEN RECALL TO BE PERFORMED CUSTOMER REQUESTS CHECK OF BATTERY AND CHARGING DURING TRANSMISSION REPLACEMENT FOUND STARTER

(RO) Cause:

DURING TRANSMISSION REPLACEMENT FOUND STARTER

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DURING TRANSMISSION REPAIR FOUND THAT FLEXPLATE FAILED AND DAMAGED STARTER WHLE DRIVING CUSTOMER HEARD A NOISE AND THEN VEHICLE WOULD NOT ACCLERATE. VEHI CLE HAD TO BE TOWED IN

(Claim) Cause:

STARTED DAMAGED DUE TO FLEXPLATE FAILURE TOWED INTO SHOP AND CONNECTED TO [redacted] FOUN[redacted] AND [redacted] RACKED AND LIFTE D VEHICLE FOUND BELL HOUSING HAD A HOLE IN IT CAUSED BY THE FLEXPLATE [redacted] ON REMOVAL OF TRANSMISSION FOUND FLEXPLATE FAILED CAUSING TRANSMISSION, S TARTER, AND ADAPTER TO FAIL AS WELL ALL DUE T OTHE FLEXPLAT[redacted] WHEN T HE FLEXPLATE FAILED THE OTHER COMPONENTS SUCH AS THE STARTER, ADAPTER PLATE, AND THE TRANSMISSION AND TORQUE CONVERTER WERE ALL EFFECTED. I ATTACHED PHO TOS OF THE ADAPTER PLATE SHOWING THE SCARING AND BROKEN PARTS OF THE PLATE. THANK YOU AND SORRY I LEFT THAT INFORMATION OFF THE [redacted]

(Claim) Correction:

REPLACED STARTER SERVICED AS AN ASSEMBLY REPLACED TRANSMISSION, FLEXPLATE, ADAPTER, AND TRANS C OOLER.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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]rt**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	HOLZHAUER AUTO&TRK SLS IN	**Zone**	51	[redacted]	
Address	[redacted]						

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	COOLER	1		207.20	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	[redacted]	1		132.65	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	ADAPTER	1		847.00	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	FLYWHEEL	1		1286.60	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	BOLT	9		221.76	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	BOLT	1		24.64	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	BOLT	8		85.68	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	SEAL	1		19.53	[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	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]	1		132.65	$72.38

A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	9		221.76	$72.38
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	1		24.64	$72.38
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]		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	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]	ADAPTER	1		847.00	$434.30
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	BOLT	9		221.76	$434.30
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	BOLT	8		85.68	$434.30
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]		1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	6055.00	$24.13
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	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLYWHEEL	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	9		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		85.68	$24.13
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] /AWD			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

		equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		132.65	$72.38
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLYWHEEL	1		1286.60	$72.38
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	9		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	1		24.64	$72.38
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	SEAL	1		19.53	$72.38
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	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLYWHEEL	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BOLT	9		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] h (1 - Semi-Skilled)			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	SEAL	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]	COOLER	1		[redacted]	[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]	ADAPTER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 -			[redacted]	FLYWHEEL	1		1286.60	$217.15

		[redacted]								
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]				BOLT	9		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]				BOLT	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]				BOLT	8		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]				[redacted]				
A	[redacted]	State Labor Allowance			[redacted]	TRANSMISS	[redacted]			
A	[redacted]	State Labor Allowance			[redacted]	COOLER	1		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	TOC ASSY	1		132.65	
A	[redacted]	State Labor Allowance			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	BOLT	[redacted]			
A	[redacted]	State Labor Allowance			[redacted]	BOLT	1		24.64	
A	[redacted]	State Labor Allowance			[redacted]	BOLT	8		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS CHECK OF TRANSMISSION/TRANSAXLE CUSTOMER REQUESTS OPEN RECALL TO BE PERFORMED CUSTOMER REQUESTS CHECK OF BATTERY AND CHARGING DURING TRANSMISSION REPLACEMENT FOUND STARTER

(RO) Cause:

DURING TRANSMISSION REPLACEMENT FOUND STARTER

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DURING TRANSMISSION REPAIR FOUND THAT FLEXPLATE FAILED AND DAMAGED STARTER WHLE DRIVING CUSTOMER HEARD A NOISE AND THEN VEHICLE WOULD NOT ACCLERATE. VEHI CLE HAD TO BE TOWED IN

(Claim) Cause:

STARTED DAMAGED DUE TO FLEXPLATE FAILURE TOWED INTO SHOP AND CONNECTED TO [redacted] FOUN[redacted] AND [redacted] RACKED AND LIFTE D VEHICLE FOUND BELL HOUSING HAD A HOLE IN IT CAUSED BY THE FLEXPLATE FAILIN G. ON REMOVAL OF TRANSMISSION FOUND FLEXPLATE FAILED CAUSING TRANSMISSION, S TARTER, AND ADAPTER TO FAIL AS WELL ALL DUE T OTHE FLEXPLATE FAILING. WHEN T HE FLEXPLATE FAILED THE OTHER COMPONENTS SUCH AS THE STARTER, ADAPTER PLATE, AND THE TRANSMISSION AND TORQUE CONVERTER WERE ALL EFFECTED. I ATTACHED PHO TOS OF THE ADAPTER PLATE SHOWING THE SCARING AND BROKEN PARTS OF THE PLATE. THANK YOU AND SORRY I LEFT THAT INFORMATION OFF THE [redacted]

(Claim) Correction:

REPLACED STARTER SERVICED AS AN ASSEMBLY REPLACED TRANSMISSION, FLEXPLATE, ADAPTER, AND TRANS C OOLER.

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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	NORTHGATE CHRYSLER DODGE JEEP, INC.	[redacted]	[redacted]
Address	8[redacted] COLERAIN AVE , CINCINNATI, OH 45251				

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	[redacted]					
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

CHECK OUT CHARG[redacted] [CUSTOMER STATES TRANSMISSION LOCKED UP WHILEON THE HIGHWAY. WILL ONLY GO INTO REVERSE. PLEASE CHECK AND ADVISE.]

(RO) Cause:

F

(RO) Correction:

[redacted]. REPRESENTATIVE [redacted] CALLED AND INFORMED ME P4 AND P7 AREON BACK-ORDER UNTIL [redacted]. GOT THE KIT INFOR THE TRANS REMOVED PARTS AND INSTALLED THETRANS KIT THEN TIGHTEN TO SPEC FOLLOWINGSERVICE. THEN CHECK THE END PLAY WAS WITHINSPEC THEN INSTALLED TRANS AND FLASHED [redacted] ANDTHEN ALSO FILLED TRANS AND TEST DROVE TOCLEVES AND BACK SHIFTED GREAT THUR ALL GEARS. Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] Skid plate equipped Transmission, Remove and install for recondition - [redacted] Two piece propeller shaft equipped Module, [redacted] ([redacted]) - ReprogramModule, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine (0 - Low Skille

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NEEDS UPDATED

(Claim) Cause:

NEED UPDATE

(Claim) Correction:

PERFORMED UPDATE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] 2 - [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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] DALLAS
Address	, ,		

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]			CONNECTION LOOSE						[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) SUSPENSION CONCERN.....STATED HOOKED UP EMPTY TRAILER AND SERVICE AIR RIDE MESSAGES CAME ON AND TRUCK WOULD NOT LEVEL PROPERLY.....WI ADVISOR SHOWED SOME STORED AIR SUSPENSION CODES,PLEASE CHECK AND ADVISE

(RO) Cause:

FACTORY RECALL CAMPAIGN BAD SEAL/FITTING ON LINE FITTING ON DRIVER REAR BAG

(RO) Correction:

NO REPAIR PROCEDURES RELEASED AT TIME OF WRITE UP INSPECTED DRIVER REAR BAG AND FOUND AIR LINE DISCONNECTED FROM BAG. SWAPPED LINE FITTING ON TOP OF BAG WITH NEW. LINE DID NOT POP BACK OUT. WAS ABLE TO COMPLETE AIR LEVEL ADJUSTMENT THROUGH THE POD. [redacted] .3

(RO) Technical Notes:

REINSTALL AIR LLINE

GCS Narratives

(Claim) Customer Concern:

SUSPENSION TRAILER AIR RIDE WARNINGS

(Claim) Cause:

AIR SUSPENSION LINE CONNECTION LOOSE

(Claim) Correction:

INSPECT SUSPENSION AND WARNINGS. FOUND VEHICLE NOT EVELING. CONNECTOR AIR INE LOOSE. REINSTALL LINE AND CLEAR WRNINGS. RETEST

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**	$1,572.48	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	MOSS [redacted] DODGE RIVERSIDE			**Zone**	71 [redacted]
Address	8151 AUTO DRIVE , RIVERSIDE, CA 92504						

Condition Information

Condition [redacted]	Desc	Failure [redacted]	Failure	Number	Part Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped ; [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission : [redacted] equipped ; [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]	Transmission : [redacted] equipped ; [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped ; [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped ; [redacted] pick-up only			[redacted]	FLUID AFT	9		140.19	$120.24
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
A [redacted]2	Transmission, Remove and install for recondition - AS68RC/[redacted] ; [redacted] shaft [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1345.06	$40.08
[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	[redacted]			[redacted]	

		; [redacted] shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUEST TO INSPECT & ADVISE TRANS IS NOT SHIFTING WHEN PUTTING VEHICLE IN GEAR TOWED I AUTHORIZE AT EVERY VISIT A FREE [redacted] VEHICLE INSPECTION WILL BE PERFORMED AND I WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE NEEDS. THIS INSPECTION COULD INCLUDE A FREE BATTERY TEST, BRAKE INSPECTION, TIRE TREAD DEPTH INSPECTION, WHEEL ALIHNMENT INSPECTION OR VEHICLE COMPUTER DIAGNOSTIC. AT THE TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLE'S 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. AS OUR VALUED CUSTOMER, YOUR SATISFACTION IS OUR GUARANTEE. I HEREBY AGREE THAT MOSS [redacted] [redacted] EXEMPT FROM ALL LIABILITY 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] NOT LIABLE. ALSO IF PARTS ARE NOT AVAILABLE, MOSS BROS. 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 MEASURMENTS. PLEASE SEE YOUR SERVICE ADVISOR FOR DETAILS. CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE [redacted] Communication With Radio-Stored RADIOB15A1-00Media Port 1 Connection-Stored RADIOB154F-00Lost Crankshaft Pulse Signal-Active CUSTOMER REQUEST TO INSPECT & ADVISE WHEN TRUCK IS HOOKED GO [redacted] WHEEL AND TRAILER LOUD METAL CLATTER IS HEARD

(RO) Cause:

INSPECTED VEHICLE, VERIFIED CONCERN. CHECK ENGINE LIGHT IS ON AND THE TRANSMISSION WILL NOT ENGAGE FORWARD GEARS, WILL GO INTO REVERSE. SCANNED VEHICLE, 2 ACTIVE TCM DTC'S: [redacted] GEA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUEST TO INSPECT & ADVISE TRANS IS NOT [redacted]NG WHEN PUTTING VEHIC LE IN GEAR TOWED

(Claim) Cause:

INSPECTED VEHICLE, VERIFIED CONCERN. CHECK ENGINE LIGHT IS ON AND THE TRANSMI SSION WILL NOT ENGAGE FORWARD GEARS, WILL GO INTO REVERSE. SCANNED VEHICLE, 2 [redacted] DTC'S: [redacted] GEAR 1 [redacted] INCORRECT RATIO, [redacted] 3 [redacted] INC ORRECT RATIO. FLUID LEVEL IS CORRECT, CONDITION IS NORMAL. CONCERN IS CONSIS TENT WITH [redacted] WHICH REQUIRES TEARDOWN & INSPECTION OF TRANSMISSION [redacted] CLUTCH FOR POSSIBLE SNAP RING AND/OR DRUM PROBLEMS.

(Claim) Correction:

FIND K1 DRUM DAMAGE FROM SNAP RING COMING OUT OF CLUTCH HUB, REMOVE AND REPLA CE K1 ASSEMBLY AND REASSEMBLE TRANS PE[redacted] REV. A , INSTALL TORQ CONV AND INSTALL TRANS, CLEAR MODULE PERFORM SOFTWARE UPDATE AND QUICK LEARN. TEST DRIVE AND TRANS OPERATING AS LIKE VEHICLE. [redacted] .2 HRS, [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$1,248.24	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			34.86	$69.97
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		[redacted]	$69.97
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		47.18	$69.97
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1027.60	[redacted]
[redacted]	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
[redacted]	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]				[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		34.86	$536.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1027.60	$536.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		23.24	$536.45

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern | Customer Comments: CHECK ENGINE LIGHT ON AND WILL NOT GO FOWARD (REVERSE ONLY)

(RO) Cause:

FOUND TSB RELEATED TO CONCERN[redacted]). inspect found [redacted] 1 shift incorrect ratio. FOUND TRANSMISSION WOULD NOT SHIFT INTO OR OUT OF [redacted] THROUGH [redacted] ONL[redacted]. FOUND [redacted] CLUTCH SNAP RING DISLODGED CAUSING CONCERN. NOTE: ORDERED PART [redacted]. ORDER [redacted] (BACKORDER)

(RO) Correction:

PERFORMED REPAIR PER [redacted]. REPLACED [redacted] CLUTCH/INPUT SHAFT ASSEMBLY. INSPECTED AND REPLACED SUB ASSEMBLY PE[redacted]. CONCERN FIXED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL ON AND WILL NOT GO FORWARD (REVERSE ONLY)

(Claim) Cause:

INSPECTED AND FOUND TSB FOR CONCER[redacted] FOUND DTC [redacted] GEAR [redacted] INCORRECT RATIO. FOUND TRANSMISSION WOULD NOT SHIFT INTO OR OUT OF [redacted] THROUGH [redacted]. ONLY [redacted]. FOUND [redacted] CLUTCH SNAP RING

DISLODGED CAUSING CONCERN

(Claim) Correction:

PERFORMED REPAIR PER TSB. REPLACED K1 CLUTCH/INPUT SHAFT ASSEMBLY. INSPECTED A ND REPLACED SUB ASSEMBLY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[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**	$1,249.97	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	RACE	1		41.52	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	D[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition		[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition -		[redacted]	GASKET	1		[redacted]	

		[redacted]C ; Remove and install for recondition								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PLATE	1		152.98	$482.06
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		05019061AB	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	RACE	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	PISTON	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		05189966AD	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		68019768AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GREASE	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269638AA	PISTON	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269552AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68224232AA	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244636AA	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D-RING	1		[redacted]	
B	[redacted]	Line/tube fuel ; Injector pump supply - [redacted] diesel engine	[redacted]		[redacted]	TUBE	1	X	221.10	$73.04
B	[redacted]	Line/tube fuel ; Injector pump supply - [redacted] diesel engine	[redacted]		[redacted]	TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Injector pump return - [redacted] diesel engine			[redacted]	TUBE	1	X	[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Injector pump return - [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	[redacted]
C	[redacted]	[redacted] ([redacted]) ; [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES TRANSMISSION NOT GOING INTO DRIVE AND SLIPPING GEARS. PLEASE CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval) Customer states fuel smell present.Check and advise.

(RO) Cause:

. . .

(RO) Correction:

[redacted] A from current partnumber [redacted] targeted part number[redacted]. took transmission out and tore itdown for complete inspection for point offailure. pulled all the clutch packs out downpast the planetaqry gear set and wasnt muchwrong with it.. fixed what needed to be fixedand put it back together and measured my endplays and finished it up. put the valve bodyand pan back on and put back into the truck.filled with fluid, got it warm enough toproceed with the quicklearn and test drove Automatic Transmission Concern [CUSTOMER STATES TRANSMISSION NOT GOING INTO DRIVE AND SLIPPING GEARS. PLEASE CHECK AND ADVISE.] Module, Transmission Control ([redacted]) -Reprogram and Perform Quick LearnProcedure(0 - Introduction Diagnostic Module, Transmission Control ([redacted]) -Reprogram and Perform Quick LearnProcedure(0 - Introduction [redacted] completede Multi-point inspection (according to maintenanceinterval) PERFORM MULTIPOINT INSPECTIO[redacted]7 intake area looked to be damp, foundwhat looked to be #4 and #5 lines leakingreplaced #4 cylinfder and #5 cylinderinjector lines from the fuel rail to thecylinder head and rechecked for leaks FUEL INJECTOR Customer States

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION NOT GOING INTO DRIVE AND SLIPPING GEARS. PLEASE C TECH ADVISE HAS FUEL SMELL PRESENT HECK AND ADVISE

(Claim) Cause:

TECH ADVISE HAS FUEL SMELL PRESENT, FOUND #4 AND #5 FUEL INJECTOR LINES LEAKIN G VERIFIED CUSTOMER CONCERN, FAULT CODE [redacted] AND [redacted]. FAULTY TRANSMISSION VERIFIED CUSTOMER CONCERN, FAULT CODE [redacted] AND [redacted]. FOUND SOFTWARE UPDATE A VAILABLE

(Claim) Correction:

INTAKE AREA LOOKED TO BE DAMP, FOUND WHAT LOOKED TO BE #4 AND #5 LINES LEAKING TOOK TRANSMISSION OUT AND TORE IT DOWN FOR COMPLETE INSPECTION FOR POINT OF FA REPLACED #4 [redacted] AND #5 [redacted] INJECTOR LINES FROM THE FUEL RAIL TO T ILURE. PULLED ALL THE CLUTCH PACKS OUT DOWN PAST THE PLANETAQRY GEAR SET AND [redacted]- 22 REV. A [redacted] SOFTWARE UPDATE FROM CURRENT PART NUMBER [redacted] TO TA WASNT MUCH WRONG WITH IT.. FIXED WHAT NEEDED TO BE FIXED AND PUT IT BACK TO HE [redacted] HEAD AND RECHECKED FOR LEAKS RGETED PART NUMBER [redacted] GETHER AND MEASURED MY END PLAYS AND FINISHED IT UP. PUT THE VALVE BODY AND PAN BACK ON AND PUT BACK INTO THE TRUCK. FILLED WITH FLUID, GOT IT WARM ENOU GH TO PROCEED WITH THE QUICKLEARN AND TEST DROVE

Warranty Claim Report

Vehicle Information

VI [redacted] - [redacted]		**Year** [redacted]		**Body** [redacted]	CREW CAB [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]	[redacted]	[redacted]	[redacted]	**Total Paid** [redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	[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]	[redacted] DEF equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1626.25	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	6		31.90	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			68456960AA	HUB	1		230.42	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253813AB	RACE	1		44.98	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253770AA	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68254056AB	HUB	1		[redacted]	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269568AB	SNAP RING	1		13.85	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			06509166AA	BOLT	4		36.78	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			06506497AA	BOLT	4		36.78	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			05019061AB	GREASE	1		74.67	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			68019782AA	[redacted]	1		9.08	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	C[redacted]	1		40.55	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	GASKET	1		49.52	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			68085955AA	WASHER	1		[redacted]	
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			68253814AA	RACE	1		51.18	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253815AA	RACE	1		53.84	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253816AA	RACE	1		37.67	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]B	[redacted]				
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	SEAL	1		44.76	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	FLUID AFT	3		228.98	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC			[redacted]	CLUTCHKIT	1	X	[redacted]	

		; Remove and install for recondition								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BEARING	1		48.30	$646.07
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SEAL	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			06511777AA	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			06506497AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		15.84	$234.94
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		40.55	$234.94
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253814AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	SEAL	1		[redacted]	

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		48.30	$39.16
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		74.67	$39.16
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	RACE	1		[redacted]	

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BEARING	1		47.41	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		9.08	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE TRUCK WILL NOT GO FORWARD ONLY REVERSE (Multi-point inspection according to maintenance interval)

(RO) Cause:

PERFORM TSB

(RO) Correction:

REMOVE AND INSTALL TRANSMISSION , [redacted] PROPELLER SHAFT,SKID PLATE, [redacted] EQUIP,REPLACE K1 CLUTCH /INPUT SHAFT,SNAP RING AND SUB ASSEMBLY,WITH SCAN TOOL PERFORM QUICK LEARN AND DRIVE VERIFICATION TRANSMISSION OPERATING AS DESIGN AT THIS TIME. COMPLETED MULTI POINT INSPECTION. TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE TRUCK WILL NOT GO FORWARD ONLY REVERSE

(Claim) Cause:

PERFORM TSB

(Claim) Correction:

REMOVE AND INSTALL TRANSMISSION , [redacted] PROPELLER SHAFT, [redacted] PLATE, [redacted] EQU IP,REPLACE K1 CLUTCH /INPUT SHAFT,SNAP RING AND SUB ASSEMBLY,WITH SCAN TOOL P ERFORM QUICK LEARN AND DRIVE VERIFICATION TRANSMISSION OPERATING AS DESIGN A T THIS TIME.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	[redacted]		
Build Date	[redacted]	Plant	[redacted]	[redacted] 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] Zone [redacted]
Address	2755 SE FEDERAL HWY , STUART, FL 34994		

Condition Information

Condition [redacted]		[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	1.82	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
[redacted] MYDJD2DDDP TRUCKS [redacted] CUMMINS NO START

(Claim) Cause:
[redacted]

(Claim) Correction:
[redacted] PERFORMED [redacted] NUT,STARTER, REPLACE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	CREW	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	100 COMMERCE CIRCLE , COLUMBIANA, OH 44408				

Condition Information

Condition	[redacted]		**Failure**	**Failure Desc**	**Part Number**	**Part Name**	[redacted]			
							Quantity	**Failed**	**Expense**	**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:

C/S THE VEHICLE HAS HARSH SHIFT GOING INTO GEAR REVERSE AND DRIVE

(RO) Cause:

.

(RO) Correction:

[redacted] SCANNED FOR CODES NO CODES. DID FINDFLASH FOR HARSH SHIFTS INTO GEAR. FLASHED ANDQUICK LEARNED THE TRANS AND VERIFIED THEOPERATION. [redacted] FLASH

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

HARSH SHIFT GONG INTO REV & DRIVE.

(Claim) Cause:

SCANNED - NO CODES. FOUND TSB THAT APPLIES TO HARSH SHIFTS

(Claim) Correction:

[redacted] FLASH UPDATE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]		
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[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**	$1,407.37	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] DODGE RIVERSIDE		**Zone**	74	[redacted]
Address	[redacted]						

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION MADE A CLUNK AND NOW WILL NOT GO INTO GEAR - ONLT REVERSE. I AUTHORIZE AT EVERY VISIT A FREE [redacted] VEHICLE INSPECTION WILL BE PERFORMED AND I WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE NEEDS. THIS INSPECTION COULD INCLUDE A FREE BATTERY TEST, BRAKE INSPECTION, TIRE TREAD DEPTH INSPECTION, WHEEL ALIHNMENT INSPECTION OR VEHICLE COMPUTER DIAGNOSTIC. AT THE TIME OF PICK UP YOU WILL

RECIEVE YOUR VEHICLE'S REPORT CARD. IN COMPLIANCE WITH THE [redacted] 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. AS OUR VALUED CUSTOMER, YOUR SATISFACTION IS OUR GUARANTEE. I HEREBY AGREE THAT MOSS BROS. IS [redacted] EXEMPT FROM ALL LIABILITY 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 BROS. IS NOT LIABLE. ALSO IF PARTS ARE NOT AVAILABLE, MOSS BROS. 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 MEASURMENTS. PLEASE SEE YOUR SERVICE ADVISOR FOR DETAILS.

(RO) Cause:

INSPECT AND FIND ACTIVE [redacted]. FIND TRANS HAS NO [redacted]. REVERSE AND [redacted] UP OK. TSB [redacted] FOR CONDITION AS DESCRIBED. ORDER TSB PARTS 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. YOUR FRONT BR

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION MADE A CLUNK AND NOW WILL NOT GO INTO GEAR - ONL T REVERSE.

(Claim) Cause:

CUSTOMER STATES TRANSMISSION MADE A CLUNK AND NOW WILL NOT GO INTO GEAR - ONL T REVERSE.

(Claim) Correction:

REMOVE TRANS, REMOVE FRT PUMP AND K1 CLUTCH, FIND SNAP RING OUT OF DRUM, PIST ON, SEALS AND CLUTCH DISC DAMAGED. REPLACE K1 CLUTCH/INPUT SHAFTASSEMBLY REAS SEMBLE TRANS AND REINSTALL, DEF, 4X4, SKID PLATE, AND 2 PIECE DRIVESHAFT EQU IP. RESET MODULE ADJUST TRANS FLUID LEVEL, UPDATE TCM. PERFORM QUICK LEARN AN D TEST DRIVE, RECHECK OK [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)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$327.88	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66[redacted]
Address	3401 SOUTH MEMORIAL DRIVE , GREENVILLE, NC 27834				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]D	FLUID AFT	8		120.94	$176.03
[redacted]0		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	O-[redacted]	1		[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	
A	[redacted]2	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			05189966AD	FLUID AFT	8		[redacted]	
[redacted]2		Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted].72	$29.34
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		7.29	$29.34

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-[redacted]	1		32.55	$29.34
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		8.63	$29.34
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		29.52	$29.34
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	SNAP [redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES THE VEHICLE WILL GO IN REVERSE BUT NOT IN DRIVE. TOWED IN] Multi-point inspection (according to maintenance interval)

(RO) Cause:

trans has dtc [redacted] gear shift incorrect removed trans for ininspction k1 snap ring not all the way in hub removed fail snap ring

(RO) Correction:

[redacted] trans has dtc [redacted] gear shiftincorrect removed trans for ininspction k1snap ring not all the way in hub removed failsnap ring replaced snap ring andreinstalled new snap ring into hub replacedfront pump seal converter bolts anddriveshaft bolts test drove system ok at thistime k1 clutch, inspect and replace snap ring [redacted] SHAFT SKID PLATE EQUIPPED [redacted] EQUIPPED Multi-point inspection (according to maintenanceinterval) EXPRESS LANE MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STAETS TEH VEHICLE WILL GO IN REVERSE BUT NOT IN DRIVE, TOWED IN.

(Claim) Cause:

TRANSMISSIO HAS [redacted] [redacted] GEAR SHIFT ICCORECT. REMOVED TRANSMISSION FOR INS PECTION AND FOUND K1 SNAO RING NOT ALL THE WAY IN HIB

(Claim) Correction:

REMOVED FAILED SNAP RING AND FOLLOWED REPAIR STEPES OUTLINED IN [redacted]. IN STALLED NEW SNAP RING INTO HUB, REPLACED FRONT PUMP SEAL, CONVERTER BOLTS AN D DRIVESHAFT BOLTS. TEST DROVE, VEHICLE IS OPERATING AS DEISNGED AT THIS TIM E

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R92 - RAM 3500 LONGHORN CREW CA [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$1,214.64	[redacted]	$950.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**		**Zone**	[redacted]
Address	, ,				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		47.18	$60.64
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		96.46	$60.64
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		47.18	$121.27
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	
A	21000A62	Transmission, Remove and install for recondition - [redacted]AS69RC ; [redacted] prop[redacted]t equipped			[redacted]	CLUTCHKIT	1	X	1027.60	$20.21
[redacted]		Transmission, Remove and install for recondition - [redacted]			[redacted]	[redacted]	6		[redacted]	

		; [redacted] shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		20.16	$950.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES TRANS MADE HARSH SHIFT AND HAS NO POWER, ENG LIGHT ON.]

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFY CUSTOMER CONCERN, VEHICLEWILL NOT MOVE IN FORWARD GEARS. SUSPECTINTERNAL TRANSMISSION ISSUE. PLACE VEHICLE ONLIFT, REMOVE NECESSARY COMPONENTS TO ACCESSAND REMOVE TRANS, PLACE ON WORK BENCH.MEASURE INPUT SHAFT ENDPLAY, [redacted]". REMOVETRANS PUMP, EXTRACT CLUTCH ASSEMBLY. FOUND K1SNAP RING HAS COME DISLODGED. REPLACE WORNCOMPONENT, RE ASSEMBLE TRANSMISSION. PERFORMENDPLAY MEASUREMENT AFTER REPAIRS, .021",GOOD. INSTALL TRANSMISSION INTO VEHICLE, FILLWITH FLUID. RUN ENGINE UNTIL OPERATING TEMPSWERE ACHIEVED, VERIFY TRANS FLUID LEVEL ISFULL. TEST DRIVE AFTER REPAIRS. TRANSMISSIONNOW WORKS IN ALL GEAR RANGES. RC. R/R TRANSMISSION TO REPLACE CLUTCH KIT RELATED OP [redacted] RELATED OP RELATED OP RELATED OP [redacted] CTP [redacted] R/R TRANSMISSION RELATED O[redacted] RELATED OP RELATED OP RELATED OP SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS TRANS MADE HARSH SHIFT AND HAS NO POWER, CEL ON

(Claim) Cause:

VERIFIED CONCERN, VEHICLE WONT GO FORWARD, PERFORMED DIAGNOSTICS, R/R TRANS, M EASURE INPUT SHAFT ENDPAY, .024, R/R PUMP AND CLUTCH ASSEMBLY, FOUND K1 SNAP RING HAS COME DISLODGED

(Claim) Correction:

RE ASSEMBLED TRANSMISSION PERFORMED ENDPLAY MEASUREMENT AFTER REPAIRS, .021, GOOD, INSTALLED TRANSMISSION INTO VEHICLE, FILLED WITH FLUID, RUN ENING. UNT IL OPERATING TEMPS ACHIEVED, VERIFIED FULL LEVEL, TEST DROVE, CKS GOOD

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$1,537.72	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	7[redacted]	[redacted]
Address	8188 BROOKLYN BLVD , BROOKLYN PARK, MN 55445				

Condition 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] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	LUBRICANT	2		92.57	$87.87
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	LUBRICANT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		42.92	$673.67

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	1		14.65	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	[redacted]			[redacted]
B	[redacted]B	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	1.72	$29.29

RO Narratives

(RO) Customer Concern:

PLEASE PERFORM MULTI-POINT INSPECTION. CUSTOMER'S NOTES SAY "POSSIBLE TRANSMISSION FAILURE" - MESSAGED GUEST FOR MORE NOTES ON CONCERN AS PART OF YOUR SERVICE [redacted] A COMPLIMENTARY ELECTRONIC WHEEL ALIGNMENT CHECK WAS PERFORMED ON YOUR VEHICLE. AS PART OF YOUR SERVICE [redacted] A COMPLIMENTARY ELECTRONIC TIRE INSPECTION WAS PERFORMED ON YOUR VEHICLE. FACTORY MAINTENANCE IS CURRENT. PERFORM VEHICLE IDENTIFICATION NUMBER STATUS CHECK FOR OPEN RECALLS AND/OR CAMPAIGNS. RECALL [redacted] DURING REPAIRS, TECH SCUFFED SIDE OF FENDER - SENT TO LUTHER COLLISION TO REPAIR SCUFF. INTERNAL SERVICE POLICY.

(RO) Cause:

INTERNAL TRANS ISSUE. GOES FORWARD VERY SLOW, REVERSE IS FINE. [redacted]. REMOVED TRANS AND REMOVED FRONT PUMP AND INSPECTED [redacted] CLUTCH. SNAP RING HAS COME OUT.

(RO) Correction:

REPLACED K1 ASSEMBLY PER TSB. TEST DROVE GREAT NEWS! YOUR VEHICLE IS WITHIN THE MANUFACTURERS SPECIFICATIONS AND DOES NOT REQUIRE AN ADJUSTMENT AT THIS TIME. GREAT NEWS! THE TIRES ON YOUR VEHICLE DO NOT REQUIRE ATTENTION AT THIS TIME. FACTORY MAINTENANCE IS CURRENT. ENTER A "?" FOR OPTIONS. ORDER RECALL. ON BACK ORDER SEE LINE 7 PERFORMED REPAIRS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER'S NOTES SAY "POSSIBLE TRANSMISSION FAILURE" - MESSAGED GUEST FOR MOR RECAL[redacted] NOTES ON CONCERN

(Claim) Cause:

STARTER NUT INTERNAL TRANS ISSUE. GOES FORWARD VERY SLOW, REVERSE IS FINE. [redacted]. REMOVED TRANS AND REMOVED FRONT PUMP AND INSPECTED [redacted] CLUTCH. SNAP RING HAS COME OUT.

(Claim) Correction:

INSTALLED NUT REPLACED K1 ASSEMBLY PER TSB. TEST DROVE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB [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]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	TEMPE DODGE	**Zone**	70	[redacted]	
Address	7975 S AUTOPLEX LOOP RD , TEMPE, AZ 85284						

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Sensor, transmission output speed	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	SENSOR	1	X	164.54	$72.96
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]			[redacted]	
[redacted]6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]			[redacted]	
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
C [redacted]	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	[redacted]
C [redacted]	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	LUBRICANT	[redacted]			[redacted]
[redacted]	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSFER	1	X	[redacted]	[redacted]

C	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	LUBRICANT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

REPLACE PER STAR RECOMMENDATIONS

GCS Narratives

(Claim) Customer Concern:

C/S CK ENG LITE ON AND VEHICLE SURGING

(Claim) Cause:

[redacted] DID NOT COME BACK, TRANS STILL HAD A HARSH SHIFT AND WOULD GRIND WHE SCAN VEHICLE [redacted] VEHICLE SHIFTED REAL HARSH [redacted] WOULD ONLY GO [redacted] VEHICLE TRANS HAD A REAL HARS[redacted]. SCAN VEHICLE [redacted] N SHIFTING INTO PARK AND IN GEAR . CONTACT STAR CASE [redacted]. REMOVE TRAN [redacted]. CONTACT STAR CASE [redacted] CHECK OUTPUT RPM TO ACTUAL SPEED. OUTPU S PAN AND INSPECT FOR DEBRIS NO DEBRIS IN PAN. REMOVE V/BODY AND AIR CHECK T RPM WERE A LOT HIGHER THAN ACTUAL. UNPLUG T/CASE MOTOR AND TEST DRIVE. ALL CLUTCHES. ALL CLUTCHES AIR CHECK OK. DRAIN TRANSFER CASE AND INSPECT FL VEHICLE WAS STILL SHIFTING THE SAME. PUT VEHICLE ON RACK AND RUN VEHICLE ON RACK. FT WHEELS WERE NOT TURNING. SWITCH VEHICLE IN [redacted] AND WHEELS WERE TUR UID AND CHECK DEBRIS. FLUID HAD GREY TINT BUT NO DEBRIS ON MAGNET. REMOVE T NING. TEST DRIVE VEHICLE SWITCH VEHICLE IN [redacted] AND [redacted] AND VEHICLE STI RANS AND INSPECT K1 CLUTCH AND SNAP RING. K1 CLUTCH AND SNAP RING WAS GOOD. STAR SAID TO REPLACE TRANS. LL WAS SHIFTING THE SAME LIKE IT WAS IN [redacted]. SWITCH T/CASE IN NEUTRAL AND VEHICLE WAS STILL SHIFTING THE SAME.

(Claim) Correction:

REPLACE OUTPUT SPEED SENSOR. TEST DRIVE AND RECHECK REPLACE TRANS AND FILL TRANSFER [redacted] AS69RC TRANS [redacted] S HAFT WITH SKID PLATE. QUICK LEARN TRANS TEST DRIVE VEHICLE FELT LIKE IT WAS REPLACE TRANSFER CASE. TEST DRIVE AND RECHECK TRANS SHIFT TO SPECS. STUCK IN [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	T - Transportation	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

Labor	$1,207.90	**Sublet**	[redacted]	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	HAYES CHRY-DODGE-JEEP INC	**Zone**	[redacted]
Address	719 W PIKE STREET , LAWRENCEVILLE, GA 30045				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Lamp, Stop and Turn Signal Rear			[redacted]	CAP	1	X	198.15	[redacted]
A	[redacted]	Lamp, Stop and Turn Signal Rear			[redacted]D	SPAT	1		28.37	[redacted]
A	[redacted]	Lamp, Stop and Turn Signal Rear			[redacted]	FILM	1		198.15	[redacted]
A	[redacted]	Lamp, Stop and Turn Signal Rear			0000MATL		1		54.20	[redacted]
A	[redacted]	Bumper, rear	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CAP	1	X	[redacted]	
A	[redacted]	Bumper, rear	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SPAT	1		28.37	[redacted]
A	[redacted]	Bumper, rear	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FILM	1		[redacted]	
A	[redacted]	Bumper, rear	UC	UNCODABLE (NARRATIVE REQUIRED)	0000MATL		1		54.20	[redacted]
A	[redacted]7	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Left			[redacted]	CAP	1	X	[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Left			[redacted]	SPAT	[redacted]			
A	[redacted]7	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Left			[redacted]	FILM	1		[redacted]	
A	[redacted]7	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Left			0000MATL		1		54.20	[redacted]
A	[redacted]0	Shield/cover, splash - Wheelhouse/inner liner			[redacted]	CAP	1	X	198.15	[redacted]
A	[redacted]0	Shield/cover, splash - Wheelhouse/inner liner			[redacted]	SPAT	1		[redacted]	
A	[redacted]	Shield/cover, splash - Wheelhouse/inner liner			[redacted]	FILM	1		198.15	[redacted]
A	[redacted]0	Shield/cover, splash - Wheelhouse/inner liner			0000MATL		1		54.20	[redacted]
A	[redacted]1	Cap, rail truck bed ; Left Rail			[redacted]	CAP	1	X	[redacted]	
A	[redacted]1	Cap, rail truck bed ; Left Rail			[redacted]	SPAT	1		[redacted]	

A	[redacted]	Cap, rail truck bed ; Left Rail			[redacted]	FILM	1		[redacted]	
A	[redacted]	Cap, rail truck bed ; Left Rail			0000MATL		1		54.20	$25.70
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]	CAP	1	X	[redacted]	[redacted]
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]	FILM	1		[redacted]	[redacted]
A	[redacted]	Basic paint preparation ; paint preparation			0000MATL		1		[redacted]	
A	[redacted]	Panel, pick-up box side-outside ; Short box-Complete-Right or left-Monotone			[redacted]	CAP	1	X	[redacted]	
A	[redacted]	Panel, pick-up box side-outside ; Short box-Complete-Right or left-Monotone			[redacted]	[redacted]	1		28.37	$334.10
A	[redacted]	Panel, pick-up box side-outside ; Short box-Complete-Right or left-Monotone			[redacted]	FILM	1		[redacted]	
A	[redacted]	Panel, pick-up box side-outside ; Short box-Complete-Right or left-Monotone			0000MATL		1		[redacted]	[redacted]
A	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			[redacted]	CAP	1	X	[redacted]	
A	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			[redacted]	[redacted]	1		28.37	$231.30
A	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			[redacted]	FILM	1		[redacted]	
A	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			0000MATL		1		54.20	$231.30
A	[redacted]	Panel, tailgate ; Metal finishing repair			[redacted]	CAP	1	X	[redacted]	[redacted]
A	[redacted]	Panel, tailgate ; Metal finishing repair			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Panel, tailgate ; Metal finishing repair			[redacted]	FILM	1		[redacted]	
A	[redacted]	Panel, tailgate ; Metal finishing repair			0000MATL		1		[redacted]	
A	[redacted]	Panel, quarter ; Metal finishing repair			[redacted]	CAP	1	X	[redacted]	
A	[redacted]	Panel, quarter ; Metal finishing repair			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Panel, quarter ; Metal finishing repair			[redacted]	FILM	1		[redacted]	
A	[redacted]	Panel, quarter ; Metal finishing repair			0000MATL		1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	2[redacted]	***Body***	[redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]		***Name***	[redacted] OF [redacted]	***Zone***	[redacted]
Address	9600 OLD SEWARD HIGHWAY , ANCHORAGE, AK 99515				

Condition Information

[redacted]							***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Bumper, front ; One piece			[redacted]	[redacted]	1	X	78.42	[redacted]
A	[redacted]	Bumper, front ; Tow Hook Equipped			[redacted]	[redacted]	1	X	78.42	[redacted]
A	[redacted]	Grille/Insert, Radiator ; Lower	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Panel, fascia/front bumper ; Complete-Monotone			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Sublet Repair			[redacted]	[redacted]	1	X	78.42	[redacted]

RO Narratives

(RO) Customer Concern:

REPAIR TRANSIT DMAGE PER FCA AUTHORIZATION

(RO) Cause:

NA

(RO) Correction:

22 FRONT BUMPER SCRATCHED AND LOWER [redacted] BROKEN. SUBLET TO LITHIA AUTO BODY TO HAVEBUMPER REPAIRED AND [redacted] REPLACED. REF [redacted] BODY MISC REPAIRS REPAIR TRANSIT DAMAGE [redacted] RAM [redacted] SOLD ORDER BODY MISC REPAIRS SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]
Address	, ,		

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	[redacted] R	Road Ready ; Road Test								
[redacted]		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

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW [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**	$187.04	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]

Condition Information

Condition [redacted]		Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Sensor, diesel exhaust pressure differential ; Sensor [redacted] diesel engine	ML	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	1	X	187.04	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
C/S THE CHECK [redacted] LIGHT COMES ON AND OFF

(Claim) Cause:
[redacted] MONITORING DIFFERENTIAL SENSOR REGENERATIONS ARE TOO FRQUENT

(Claim) Correction:
TEST & REPLACE EXHAUST DIFFERENTIAL SENSOR

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] E JEEP OF [redacted]	**Zone**	[redacted]
Address	6801 COMMERCE ST , [redacted] , VA 22150				

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 ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1448.40	$199.54
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	6		100.64	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	4		32.76	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	6		100.64	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) Customer States the vehicle is stuck in limp mode and will n ot shift (Automatic Transmission Concern) PERFORM A COMPLIMENTARY MOPAR MULTIPOINT INSPECTION

(RO) Cause:

[redacted] 1 [redacted] INCORRECT RATIO CODE, FOUND TRANSMISSION WOULD ONLY GO INTO REVERSE AND [redacted]. FOLLOWING [redacted], REMOVED TRANSMISSION AND FOUND K1 SNAP RING DISLOGED.

(RO) Correction:

RECALL NOT AVAILABLE AT THIS TIME PER TSB, REPLACED [redacted] CLUTCH HUB ASSEMBLY AND REINSTALLED TRANSMISSION, TRANSFER CASE, DEF EQUIPMENT, [redacted] PROPELLER SHAFT, AND SKID PLATE. TEST DROVE VEHICLE FOR [redacted], TOPPED OFF TRANSMISSION FLUID AND PERFORMED QUICKLEAN COMPLETED A MULTIPOINT INSPECTION

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE IS STUCK IN LIMP MODE AND WILL N OT SHIFT

(Claim) Cause:

[redacted] GEAR 1 SHIFT INCORRECT RATIO CODE, FOUND TRANSMISSION WOULD ONLY GO INT O REVERSE AND [redacted]. FOLLOWING [redacted], REMOVED TRANSMISSION AND FOU ND [redacted] SNAP RING DISLOGED.

(Claim) Correction:

PER TSB, REPLACED K1 CLUTCH HUB ASSEMBLY AND REINSTALLED TRANSMISSION, TRANSF ER CASE, DEF EQUIPMENT, TWO-PIECE PROPELLER SHAFT, AND SKID PLATE. TEST DROVE VEHICLE FOR [redacted], TOPPED OFF TRANSMISSION FLUID AND PERFORMED QUICKLEAN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$2,553.27	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	[redacted]	[redacted]
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284		

Condition Information

Condition [redacted]		Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		40.23	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	[redacted]			[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	[redacted]			
[redacted]	Transmission, Remove and install for recondition -			[redacted]	GREASE	1		[redacted]	

		[redacted]C ; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		13.19	$27.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		7.57	$27.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	GASKET	1		41.24	$27.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	RACE	1		42.63	$27.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	RACE	1		44.84	$27.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		141.17	$27.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		15.69	$27.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

		Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		33.77	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		141.17	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES THE CHECK ENGINE LIGHT IS ON, AND THE VEHICLE ONLY GOES IN REVERSE AND MOVES SLOW IN LOW GEAR
CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS ADD SIDE STEPS

(RO) Cause:

TECH VERIFIED CUST CONCERN AS PER CUST

(RO) Correction:

E COMPLETED-SEE ATTACHED COPY COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THE CHECK ENGINE LIGHT IS ON, AND THE VEHICLE | | ONLY GOES IN REVERSE AND MOVES SLOW IN LOW GEAR

(Claim) Cause:

FOUND [redacted] FOR CUST CONCERN FOUN[redacted] [redacted] FOR CUST CONCERN

(Claim) Correction:

PERFORMED [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	[redacted]	[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

[redacted]	[redacted]	**Name**	**Zone**	66	[redacted]
Address	, ,				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Road Ready ; Basic [redacted]	[redacted]	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

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

[redacted]	[redacted]	**Name**	LYNN COOPER INC	**Zone**	66	[redacted]	
Address	[redacted]						

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] 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	117.08	[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:

AUTOMATIC TRANSMISSION CONCERN-- CUSTOMER STATES THEY HAVE A TRANSMISSION LEAK IN THE FRONT OF THE TRANSMISSION -- CHECK AND ADVISE [redacted] DIESEL PM SENSOR RECALL- [redacted] REPLACED OIL and FILTER, and LUBRICATE (DIESEL FUEL FILTERX2 STEERING/SUSPENSION/STEERING W

(RO) Cause:

RECALL RECALL RECALL MAINTENANCE

(RO) Correction:

AUTOMATIC TRANSMISSION CONCERN RECALL RECALL REPLACED OIL and FILTER, and LUBRICATE (DIESEL) FUEL FILTERX2 lubricated steering components REMOVE AFTER MARKET PTO TO REMOVE TRANSMISSION - WARRANTY DELCINED DUE TO AFTERMARKET COMPONENT STEERING/SUSPENSION/STEERING W MISCELLANEOUS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL Y [redacted] STATUS CUSTOMER STATES FLUID IS LEAKING UNDER VEHICLE

(Claim) Cause:

RECALL OPEN FRONT PUMP SEAL IS LEAKING

(Claim) Correction:

REPLACED PM SENSOR AND LABEL PER RECALL INSTRUCTIONS REMOVED BELLHOUSING INSPECTION COVER TO CONFIRM TRANSMISSION FLUID LEAKING- RE MOVED TRANSMISSION & FOUND FLUID TO BE LEAKING FROM FRONT PUMP SEAL- REPLACE D TORQUE CONVERTER & PUMP SEAL- A/T TIME FOR REMOVAL & RE INSTALLATION OF AF TERMARKET PTU- TEST DROVE & ADJUSTED FLUID LEVEL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$2,044.53	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**		**Zone**	[redacted]
Address	, ,				

Condition Information

Condition			Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		26.30	$116.13
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	SNAP RING	1		11.42	$116.13
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	4		52.24	$116.13
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.49	$116.13
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		33.43	$116.13
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		40.83	$116.13
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.86	$116.13
A	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		42.20	$116.13
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		44.39	$116.13
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		31.05	$116.13
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		31.05	$116.13
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	[redacted]			[redacted]
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]G	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		7.49	[redacted]
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted]			[redacted]	GASKET	[redacted]			

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	WASHER	1		8.86	$38.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	

		- Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		8.86	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		42.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION DOES NOT GO INTO GEAR CHECK AND ADVISE COMPLIMENTARY MULTI-POINT INSPECT

(RO) Cause:

WARRANTY REPAIR

(RO) Correction:

[redacted] Customer stated the trans would not gointo gear. Removed trans and found the clipfor the K1 clutch assembly blown out of theclutch pack. Found damage on the K2 hub.Replaced the K1 clutch assembly and the [redacted] and all necessary seal and gaskets. Transnow goes into gear and shifts correctly Transmission, Remove and install for recondition [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled) [redacted] inspection COMPLIMENTARY MULTI-POINTINSPECT MULTI-POINT INSPECT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION DOES NOT GO INTO GEAR CHECK AND ADVISE

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

CUSTOMER STATED THE TRANS WOULD NOT GO INTO GEAR. REMOVED TRANS AND FOUND THE CLIP FOR THE [redacted] CLUTCH ASSEMBLY BLOWN OUT OF THE CLUTCH PACK. FOUND DAMAGE O N THE K2 HUB. REPLACED THE [redacted] CLUTCH ASSEMBLY AND THE K2 HUB AND ALL NECESSA RY SEAL AND GASKETS. TRANS NOW GOES INTO GEAR AND SHIFTS CORRECTLY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] OFASHLAND, INC.	**Zone**	[redacted]
Address	2100 BANEY RD S , ASHLAND, OH 44805				

Condition Information

Condition [redacted]	[redacted]	**Desc**	**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	0891CFK4	Transmission/Transfer Case/DTCM	[redacted]	CIRCUIT OPEN						[redacted]

RO Narratives

(RO) Customer Concern:

Transmission Stuck in [redacted] CUSTOMER REQUESTS LUBE, OIL, FILTER AND TIRE DID OUR CUSTOMER REPRESENTATIVE DISCUSS YOUR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION STUCK IN [redacted]

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LI GHT AND SHIFTING CONCERN. ACCESSED THE DIAG NOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE [redacted] OUTPUT SHAFT SPEED SENSOR CIRCUIT HIGH. CHECKED FOR SOFTWARE UPDATES TO FIND NO RE LEVANT UPDATES. RESEARCHED AND ANALYZED FOR THIS SYS TEM. FOUND NO DOCUMENTS RELATED TO THE VEHICLES C ONCERN. MEASURED RESISTANCE OF CIRCUIT [redacted] BETW EEN OUTPUT SPEED SENSOR CONNECTOR AND CONNECTOR XY107A. RESISTANCE MEASURED 0.4 OHMS. MEASURED RESISTNCE OF CIRCUIT [redacted] BETWEEN OUTPUT SPEED SENSOR CONNECTOR AND CONNECTOR XY107A. RESISTANCE ME ASURED 240.2 [redacted]. FOUND THE OUTPUT SPEED SENS OR WIRING HARNESS HAS AN OPEN CIRCUIT.

(Claim) Correction:

ACCESSED AND REPAIRED THE OUTPUT SPEED SENSOR WI RING HARNESS. CLEARED ALL CODES. ROAD TESTED VERI FIED REPAIRS. THE SYSTEM IS OPERATING AS DESIGN ED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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***	$8,801.99	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	51	CHICAGO
Address	, ,				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	***[redacted] Number***	***[redacted] Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	851STATE	State Labor Allowance			[redacted]	[redacted]	6		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES THAT THERE IS NO DRIVE GEAR ON THE VEHICLE - REVERSEIS WORKING PERFECTLY FINE - HAD TRANSMISSION REPLACED 500 MILES AGO- CHECK AND ADVISE] Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

[redacted] VERIFIED THE CUSTOMER'S CONCERN OF WILLNOT MOVE IN DRIVE. REQUIRED PUSHING VEHICLEINTO REPAIR FACILITY AND PLACING ON HOIST.RESEARCHED AND ANALYZED TECHNICAL SERVICEBULLETINS FOR THIS SYSTEM. FOUND DOCUMENT BUTNO PARTS AVAILABLE WHICH IS RELATED TO THEVEHICLE'S CONCERN. CHECKED TRANSMISSION FLUIDLEVEL AND CONDITION TO FIND THE TRANSMISSIONFLUID LEVEL IS FULL AND CLEAN. PERFORMED ATRANSAXLE TRANSMISSION ASSEMBLY EXAMINATIONAND DIAGNOSTIC. REMOVED THE TRANSMISSIONASSEMBLY AND PERFORMED A DIAGNOSTICDISASSEMBLY AND TEARDOWN FOR COMPREHENSIVEEXAMINATION TO FIND K1 SNAPRING FAILED. FOUNDTHE TRANSAXLE TRANSMISSION ASSEMBLY IS THEPOINT OF CONCERN. FURTHER EXAMINATION FOUNDTHE TRANSAXLE TRANSMISSION ASSEMBLY WILL HAVETO BE REPLACED. VERIFIED THE CUSTOMER'SCONCERN OF WILL NOT MOVE IN DRIVE. REQUIREDPUSHING VEHICLE INTO REPAIR FACILITY ANDPLACING ON HOIST. RESEARCHED AND ANALYZEDTECHNICAL SERVICE BULLETINS FOR THIS SYSTEM.FOUND DOCUMENT BUT NO PARTS AVAILABLE WHICHIS RELATED TO THE VEHICLE'S CONCERN. CHECKEDTRANSMISSION FLUID LEVEL AND CONDITION TOFIND THE TRANSMISSION FLUID LEVEL IS FULL ANDCLEAN. PERFORMED A TRANSAXLE TRANSMISSIONASSEMBLY EXAMINATION AND DIAGNOSTIC. REMOVEDTHE TRANSMISSION ASSEMBLY AND PERFORMED ADIAGNOSTIC DISASSEMBLY AND TEARDOWN FORCOMPREHENSIVE EXAMINATION TO FIND K1 SNAPRINGFAILED. FOUND THE TRANSAXLE TRANSMISSIONASSEMBLY IS THE POINT OF CONCERN. FURTHEREXAMINATION FOUND THE TRANSAXLE TRANSMISSIONASSEMBLY WILL HAVE TO BE REPLACED. ACCESSED,REMOVED AND REPLACED THE TRANSAXLETRANSMISSION ASSEMBLY. CLEARED ALL DIAGNOSTICTROUBLE

CODES AND VERIFIED CODES DID NOTRETURN. PERFORMED A FINAL DIAGNOSTIC SCAN TOCONFIRM REPAIRS. PERFORMED A QUICK LEARNPROCEDURE. CHECKED AND SET THE TRANSMISSIONFLUID TO THE CORRECT LEVEL. THE SY

(RO) Technical Notes:

K1 [redacted]NG FAILURE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THERE IS NO DRIVE GEAR ON THE VEHICLE - REVERSE IS WORKI NG PERFECTLY FINE - HAD TRANSMISSION REPLACED [redacted]

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF WILL NOT MOVE IN DRIVE. REQUIRED PUSHING V EHICLE INTO REPAIR FACILITY AND PLACING ON HOIST. RESEARCHED AND ANALYZED TEC HNICAL SERVICE BULLETINS FOR THIS SYSTEM. FOUND DOCUMENT BUT NO PARTS AVAILAB LE WHICH IS RELATED TO THE VEHICLE'S CONCERN.

(Claim) Correction:

CHECKED TRANSMISSION FLUID LEVEL AND CONDITION TO FIND THE TRANSMISSION FLUID LEVEL IS FULL AND CLEAN. PERFORMED A TRANSAXLE TRANSMISSION ASSEMBLY EXAMIN ATION AND DIAGNOSTIC. REMOVED THE TRANSMISSION ASSEMBLY AND PERFORMED A DIAGN OSTIC DISASSEMBLY AND TEARDOWN FOR COMPREHENSIVE EXAMINATION TO FIND K1 [redacted]R ING FAILED. FOUND THE TRANSAXLE TRANSMISSION ASSEMBLY IS THE POINT OF CONCERN . FURTHER EXAMINATION FOUND THE TRANSAXLE TRANSMISSION ASSEMBLY WILL HAVE TO BE REPLACED. VERIFIED THE CUSTOMER'S CONCERN OF WILL NOT MOVE IN DRIVE. REQU IRED PUSHING VEHICLE INTO REPAIR FACILITY AND PLACING ON HOIST. RESEARCHED AN D ANALYZED TECHNICAL SERVICE BULLETINS FOR THIS SYSTEM. FOUND DOCUMENT BUT NO PARTS AVAILABLE WHICH IS RELATED TO THE VEHICLE'S CONCERN. CHECKED TRANSMISS ION FLUID LEVEL AND CONDITION TO FIND THE TRANSMISSION FLUID LEVEL IS FULL AN D CLEAN. PERFORMED A TRANSAXLE TRANSMISSION ASSEMBLY EXAMINATION AND DIAGNOST IC. REMOVED THE TRANSMISSION ASSEMBLY AND PERFORMED A DIAGNOSTIC DISASSEMBLY AND TEARDOWN FOR COMPREHENSIVE EXAMINATION TO FIND K1 [redacted]ING FAILED. FOUND THE TRANSAXLE TRANSMISSION ASSEMBLY IS THE POINT OF CONCERN. FURTHER EXAMINA TION FOUND THE TRANSAXLE TRANSMISSION ASSEMBLY WILL HAVE TO BE REPLACED. ACCE SSED, REMOVED AND REPLACED THE TRANSAXLE TRANSMISSION ASSEMBLY. CLEARED ALL D IAGNOSTIC [redacted] CODES AND VERIFIED CODES DID NOT RETURN. PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. PERFORMED A QUICK LEARN PROCEDURE. CHECKE D AND SET THE TRANSMISSION FLUID TO THE CORRECT LEVEL. THE SYSTEM IS NOW OPER ATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	BREEDEN DODGE INC	[redacted]	[redacted]
Address	5900 HIGHWAY 71 SOUTH , FORT SMITH, AR 72908				

Condition Information

Condition [redacted]	[redacted]	Desc	[redacted] Code	[redacted]	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	25080142	DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances.	[redacted]	[redacted] LOW	[redacted]	FLUID	2	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

FILLE WITH DEF UPON DELIVERY

(RO) Cause:

FILLE WITH DEF UPON DELIVERY

(RO) Correction:

[redacted] FILLE WITH DEF UPON DELIVERY 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:

FILLE WITH DEF UPON DELIVERY

(Claim) Cause:

FILLE WITH DEF UPON DELIVERY

(Claim) Correction:

FILLE WITH DEF UPON DELIVERY

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]	***Zone***	[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, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	9		140.42	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]

		- Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		140.42	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION CUSTOMER STATES NO FORWARD [redacted] HAD TOWED IN CHECK ENGINE LIGHT ON CHECK FOR OPEN RECALLS & NO OPEN RECALLS AT THIS TIME AUTO.LIVE REPAIR ORDER RECALL SERVICE CAMPAIG[redacted] RAM HEAVY DUTY GRID HEATER RELAY

(RO) Cause:

.

(RO) Correction:

MULTI POINT INSPECTION Multi Point Inspection [redacted] ROAD TEST AND VERIFIED LOSS OF/NO [redacted]. SCANNED VEHICLE FOR [redacted] [redacted] 1 Shift Incorrect Ratio PRESENT - ONLYHAS REVERSE. REF Aisin [redacted] Snap Ring Repair - [redacted] Performed repair per TSB. Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] [redacted] propeller shaft equipped [redacted] Reviewed with the customer the factthat there are currently no open recalls CHECK FOR OPEN RECALLS & NO OPEN RECALLS AT THIS TIME Check for Open Recalls & no open recalls at this time AUTO.LIVE REPAIR ORDER [redacted] NO REMEDY AT THIS TIME RECALL SERVICE CAMPAIG[redacted] RAM HEAVYDUTY GRID HEATER RELAY CUSTOMER STATES PERFORM RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES NO FORWARD [redacted] HAD TOWED IN CHECK ENGINE LIGHT ON

(Claim) Cause:

ROAD TEST AND VERIFIED LOSS OF/NO [redacted]. SCANNED VEHICLE FOR [redacted] GEAR [redacted] INCORRECT RATIO PRESENT - ONLY HAS REVERSE. REF AISIN [redacted] S NAP RING REPAIR - [redacted]. UPON TEARDOWN, TECHNICIAN VERIFIED THE [redacted] CLUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE TRANSFER FOR LOWER [redacted] S 1, 2, 3 AND 4. PERFORMED REPAIR PER TSB.

(Claim) Correction:

ROAD TEST AND VERIFIED LOSS OF/NO [redacted]. SCANNED VEHICLE FOR [redacted] GEAR [redacted] INCORRECT RATIO PRESENT - ONLY HAS REVERSE. REF AISIN [redacted] S NAP RING REPAIR - [redacted]. UPON TEARDOWN, TECHNICIAN VERIFIED THE [redacted] CLUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE TRANSFER FOR LOWER [redacted] S 1, 2, 3 AND 4. PERFORMED REPAIR PER TSB.

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)***	10

Expense

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

Dealer Information

Code	[redacted]	***Name***	PUTNAM CHRYSLER DODGE JEEP INC	***Zone***	32	[redacted]
Address	157 PROVIDENCE PIKE, RT 44 , PUTNAM, CT 06260					

Condition Information

Condition Code	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted] Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

(RRT) [redacted] AISIN TRANSMISSION ROUGH SHIFT INSPECT TCM MODULE INSPECTED AND REPROGRAMED TCM ([redacted]) [redacted] RAM HEAVY DUTY GRID HEATER REL PARTS NOT AVIAL[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RRT [redacted] OPEN

(Claim) Cause:

RRT [redacted] OPEN

(Claim) Correction:

TECH UPDATED TCM SOFTWARE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$2,383.21	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	WINNIE CHRYSLER DODGE JEEP RAM	[redacted]
[redacted]	125 STATE HIGHWAY 124 , WINNIE, TX 77665		

Condition Information

Condition [redacted]	LOP	[redacted] Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		313.65	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted].77	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		51.56	[redacted]
A	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		26.01	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		32.74	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		34.20	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	O[redacted]	1		28.00	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		6.27	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		31.06	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		33.35	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	8		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		117.05	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		65.03	[redacted]
[redacted]0		Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68269549AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68085955AA	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		51.56	$175.44
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			06509166AA	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	RACE	1		[redacted]	

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		14.61	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		6.27	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	HUB	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	9		117.05	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	5		65.03	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GOINTO GEAR, PLEASE CHECK AND ADVISE EXPRESS LAN[redacted] INSPECTION
CUSTOMER STATES PERFORM [redacted] RECALL

(RO) Cause:

[redacted] Clutch snap ring 13a

(RO) Correction:

[redacted] Clutch snap ring [redacted] 1.2Replace K1 clutch and sub assy Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] TRANSMISSION DEF EQUIPPED25[redacted]3500 PICK UP ONLY [redacted] EQUIPPED [redacted] TRANSMISSION DEF EQUIPPED25[redacted]3500 PICK UP ONLY [redacted] EQUIPPED EXPRESS LANE [redacted] INSPECTION [redacted] Replace relay Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay ([redacted]) C-V WRECKER INV. [redacted] SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT GO INTO GEAR

(Claim) Cause:

[redacted] CLUTCH SNAP RING TSB [redacted]

(Claim) Correction:

REMOVED TRANS AND FOUND K1 CLUTCH SNAP RING DISLOGED AND SUB ASSEMBLY DAMAGED . REPLACE [redacted] CLUTCH AND SUB ASSY TS[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] CAB CHASSIS [redacted]
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	[redacted]	***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***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	51 CHICAGO
Address	[redacted]				

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	[redacted]					
A	[redacted]	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Diesel emissions	OD							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON Mobile Check-In * Quality Control Expresslane Multi Point inspection

(RO) Cause:

CLEANED SCR INJECTOR

(RO) Correction:

[redacted] PRESENT. REMOVED SCR ANDINSPECTED DPF - NO CRACKS OR SOOT FOUND. PMSENSOR REPLACED LAST VISIT. REMOVED SCRINJECTOR - FOUND INJECTOR CAKED WITHCRYSTALLIZED DEF AND DEBRIS. CLEANED DECOMPTUBE ON SCR AND CLEANED OFF INJECTOR.PERFORMED PM REGENERATION - TEST FOUND NOCONCERNS. TEST DROVE VEHICLE - NO DTC'SRETURNED. DIAG TIME Mobile Check-In MOBILE CHECK IN [redacted] COMPLETED QC. * Quality Control QUALITY CONTROL [redacted] NO CONCERNS FOUND. Expresslane Multi Point inspection Express lane multi point inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

CLEANED SCR INJECTOR

(Claim) Correction:

[redacted] PRESENT. REMOVED SCR AND INSPECTED DPF - NO CRACKS OR SOOT FOUND. PM SEN SOR REPLACED LAST VISIT. REMOVED SCR INJECTOR - FOUND INJECTOR CAKED WITH CRYS TALLIZED DEF AND DEBRIS. CLEANED DECOMP TUBE ON SCR

AND CLEANED OFF INJECTOR. PERFORMED PM REGENERATION - TEST FOUND NO CONCERNS. TEST DROVE VEHICLE - NO DT C'S RETURNED.

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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted] **Name** [redacted]
Address	6300 KING , VENTURA, CA 93003

Condition Information

Condition		Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1316.43	$109.01
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		25.83	$109.01
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		137.20	$109.01
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	LUBRICANT	2		96.31	$109.01
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		45.73	$109.01
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	LUBRICANT	[redacted]		[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	LUBRICANT	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	[redacted]T	1	X	1316.43	$36.34
[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	[redacted]			[redacted]	

		; [redacted] shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	LUBRICANT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.83	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	2			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Customer States vehicle wont shift to drive check and advise (Automatic Transmission Concern) INSPECT ALL TIRES FOR WEAR AND ADJUST PRESSURES AS REQUIRED. INSPECT FLUID CONDITION AND LEVELS. INSPECT BELTS, HOSES AND AIR FILTER. INSPECT WINDSHIELD WIPERS AND BLADES. INSPECT COOLING SYSTEM FOR LEAKS AND MIXTURE INSPECT BATTERY AND LAMPS. SET TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS PER CALIFORNIA CODE OF REGULATIONS FRONT..... REAR.....

(RO) Cause:

UPON INSPECTION FOUND VEHICLE WOULD NOT GO INTO GEAR. PERFORME[redacted] INSPECTION AND FOUND MULTIPLE [redacted]S. FOUND [redacted] [redacted] INCORRECT GEAR RATIO. IN [redacted]. AND [redacted] [redacted] INCORRECT GEAR RATIO IN [redacted]. REMOVED TRANSMISSION AND FOUND SNAP RING WAS DISLODGED AND THE INPUT K1 ASSEMBLY CLUTCHES WERE BURNT AND WORN. AS REFERENCED TO SERVICE BULLETIN [redacted]. SOP REQUIRED PARTS.

(RO) Correction:

REMOVED TRANSMISSION AND REPLACE K1 CLUTCH AND MEASURED ENDPLAY AND FOUND ENDPLAY WAS AT .023". INSTALLED ALL REMOVED COMPONENTS AND ADJUSTED FLUID LEVELS AND VERIFIED PROPER OPERATION AT THIS TIME. 21-[redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly(3 - Highly Skilled)2 - Transmission andTransfer Case4.6 [redacted]OPTIONAL LOPS:Labor Operation No: Labor DescriptionSkill CategoryLabor Time21-00-0A-62Two Piece Propeller Shaft Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case0.2 [redacted]-61Skid Plate Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case0.3 [redacted] Equipment 2500-3500 4x4 pick-up only(3 - Highly Skilled)2 - Transmissionand Transfer Case0.6 [redacted]-604x4 Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case1.2 [redacted].

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States vehicle wont shift to drive check and advise (Automatic Transm Customer States vehicle wont shift to drive check and advise (Automatic Transm Customer States vehicle wont shift to drive check and advise (Automatic Transm Customer States vehicle wont shift to drive check and advise (Automatic Transm

(Claim) Cause:

UPON INSPECTION FOUND VEHICLE WOULD NOT GO INTO GEAR. PERFORMED DTC INSPECTION UPON INSPECTION FOUND VEHICLE WOULD NOT GO INTO GEAR. PERFORMED DTC INSPECTION UPON INSPECTION FOUND VEHICLE WOULD NOT GO INTO GEAR. PERFORMED DTC INSPECTION UPON INSPECTION FOUND VEHICLE WOULD NOT GO INTO GEAR. PERFORMED DTC INSPECTION

(Claim) Correction:

REMOVED TRANSMISSION AND REPLACE K1 CLUTCH AND MEASURED ENDPLAY AND FOUND ENDP REMOVED TRANSMISSION AND REPLACE K1 CLUTCH AND MEASURED ENDPLAY AND FOUND ENDP REMOVED TRANSMISSION AND REPLACE K1 CLUTCH AND MEASURED ENDPLAY AND FOUND ENDP REMOVED TRANSMISSION AND REPLACE K1 CLUTCH AND MEASURED ENDPLAY AND FOUND ENDP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$2,738.95	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	[redacted]	66 [redacted]
Address	818 ATLANTA RD , CUMMING, GA 30040		

Condition Information

Condition [redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1412.44	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		27.71	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		39.06	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		41.95	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		394.48	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		41.18	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		12.03	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	4		55.03	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.89	$105.31
A [redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		43.01	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	WASHER	1		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		44.45	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		46.76	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		32.71	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		147.21	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	1		16.36	$105.31
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		64.85	$105.31
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		41.18	$210.62
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			05019061AB	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	BEARING	1		41.18	$52.66

		; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	O-RING	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	BOLT	4		[redacted]	

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		43.01	$35.10
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1412.44	$807.39
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		27.71	$807.39
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	

		- Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		43.01	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		9.33	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANS QUIT PULLING. TOWED IN. SEE HISTORY. PERFORM MULTIPOINT INSPECTION

(RO) Cause:

TRANSMISSION FOUND TO HAVE [redacted] INCORRECT RATIO AND TRANSMISSION WILL NOT SHIFT INTO OR OUT OF [redacted] THROUGH [redacted]. REVERSE GEAR WORKING. FOUND [redacted] WHICH PERTAIN TO EXACT CONCERN EXPLAINING THAT THE [redacted] DRUM SNAP RING HAS BECOME DISLODGED AND TO PERFORM FOLLOWING REPAIR OF [redacted] INPUT SHAFT DRUM SUB ASSEMBLY. PERFORM INSPECTION

(RO) Correction:

CORRECTION WAS TO PERFORM SERVICE REPAIR PROCEDURE REPLACEMENT OF [redacted] HUB SUB ASSEMBLY. BULLETIN [redacted]. AFTER REPAIRS PERFORMED ROAD TEST TRANSMISSION IS NOW FUNCTIONING PROPERLY NO ISSUES AT THIS TIME. LOP TIMES [redacted] TIME [redacted] TIME [redacted] TIME [redacted] TIME [redacted] HOUR[redacted] SEE YOUR SERVICE ADVISOR FOR DETAILS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANS QUIT PULLING. TOWED IN. SEE HISTORY.

(Claim) Cause:

TRANSMISSION FOUND TO HAVE [redacted] INCORRECT RATIO AND TRANSMISSIO N WILL NOT SHIFT INTO OR OUT OF [redacted] THROUGH [redacted]. REVERSE GEAR WORKING. FOUND [redacted] WHICH PERTAIN TO EXACT CONCERN EXPLAINING THAT THE [redacted] DRUM SNAP RING HAS BECOME DISLODGED AND TO PERFORM FOLLOWING REPAIR OF K 1 INPUT SHAFT DRUM SUB ASSEMBLY.

(Claim) Correction:

CORRECTION WAS TO PERFORM SERVICE REPAIR PROCEDURE REPLACEMENT OF [redacted] H UB SUB ASSEMBLY. BULLETIN [redacted]. AFTER REPAIRS PERFORMED ROAD TEST TRANSM ISSION IS NOW FUNCTIONING PROPERLY NO ISSUES AT THIS TIME. LOP TIMES [redacted] TIME [redacted] TIME [redacted] TIME [redacted] TIME [redacted] HOUR[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - RAM 3500 LARAMIE 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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] OF CORPUS CHRISTI	***Zone***	[redacted]
Address	4313 S STAPLES ST , CORPUS CHRISTI, TX 78411				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. RSU [[redacted] 22MY DJD2DDDP TRUCKS [redacted] CUMMINS NO START **] CUSTOMER STATES MULTIPLE CONCERNS WITH THE NAVIGATION AND OPERATIONS,VOICE COMMAND DOES NOT WORK, WILL NOT COMMUNICATE WITH PHONE APP

(RO) Cause:

NA

(RO) Correction:

PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. [redacted] PERFORMED STEPS PER RRT Starter [redacted] COULD NOT VERIFY CONCERN. VEHICLENAVIGATION OPERATING AS DESIGNED. ADVISEDCUSTOMER OF SYSTEM FEATURES AND OPERATIONS Electrical Concern [CUSTOMER STATES MULTIPLECONCERNS WITH THE NAVIGATION AND OPERATIONS, VOICE COMMANDDOES NOT WORK, WILL NOT COMMUNICATE WITH PHONE APP] ELECTRICAL

(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***	$2,122.40	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	CROWLEY CHRY-JEEP-DODGE INC [redacted]
Address	1461 FARMINGTON AVENUE , BRISTOL, CT 06010		

Condition Information

Condition [redacted]			***Failure***	***Failure***	[redacted]	***Part Name***	***Part Quantity***	***Failed***	[redacted] ***Expense***	***Expense***
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		22.79	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BEARING	1		34.50	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	SNAP RING	1		9.89	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	GASKET	1		35.37	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		11.[redacted]	$81.79
A	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		28.96	$81.79
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		36.56	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		38.46	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		26.91	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	7		94.17	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1161.70	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		6.49	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BEARING	1		33.87	$81.79
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		324.45	$81.79
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]				$[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]	1		164.60	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]			[redacted]	RACE	1		[redacted]13	[redacted]

		; Remove and install for recondition								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	GASKET	1		35.37	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	RACE	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		9.89	$163.58

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68085955AA	WASHER	1		7.68	$163.58
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68254056AB	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Customer States install trailer brake controller Customer States TOWED IN - VEHICLE IS IN LIMP MODE

(RO) Cause:

NA

(RO) Correction:

Install ITBM, mounting bracket and switch. Perform Restore Vehicle Configuration, clear all codes. Replace [redacted] clutch assembly, [redacted] and K2 hubs and thrust bearing #2 + #3. Reassemble and reinstall transmission, top off fluid level and road test.Flashed TCM [redacted]-AC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TOWED IN - VEHICLE IS IN LIMP MODE

(Claim) Cause:

MILNIS ON AND FOUND TRANSFER CASE IN 4LO. VEHICLE BANGS HARD INTO GEAR AND SLI PS SEVERELY IN DRIVE BUT HAS REVERSE. SCAN FOR CODES, TCM ACTIVE [redacted] AND [redacted]. CONTACT STAR LINE FOR ASSISTANCE, WAS INSTRUCTED TO FOLLOW [redacted]. REMOVE AND TEAR DOWN TRANSMISSION. FOUND THE [redacted] CLUTCH SNAP R ING DISLODGED FROM CLUTCH RETAINER, FOUND K1 AND K2 CLUTCH HUBS SCORED FRO M SNAP RING AND CLUTCHES SPINNING LOOSE IN ASSEMBLY. DURING INSPECTION FOUND DEBRIS IN K1 THRUST BEARING #2 AND K2 THRUST BEARING #3

(Claim) Correction:

REPLACE K1 CLUTCH ASSEMBLY, K1 AND K2 HUBS AND THRUST BEARING #2 + #3. REASSEM BLE AND REINSTALL TRANSMISSION, TOP OFF FLUID LEVEL AND ROAD TEST. FLASHE D TCM [redacted]AC

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	[redacted]
Build Date	[redacted]	Plant	[redacted] TRUCK ASSEMBLY PLANT	Coverage	[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	$2,598.96	Part	$0.00	Total Paid	[redacted]

Dealer Information

[redacted]	[redacted]	Name	[redacted]
Address	, ,		

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure	Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		34.56	[redacted]
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				[redacted]
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		9.91	[redacted]
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		33.93	$141.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	HUB	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	BEARING	1		33.93	$35.50

		; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1163.76	$23.66
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		11.34	$23.66
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68085955AA	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	GREASE	1		53.43	$23.66

		; [redacted] shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		34.56	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		7.69	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

		- Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) Customer States ONLY HAS REVERSE (Automatic Transmission Con cern) (Multi-point inspection according to maintenance interval)

(RO) Cause:

[redacted] snap dislodged from drum assembly

(RO) Correction:

no parts available could not test drive vehicle found transmission only has reverse, found [redacted] ordered parts for repair removed and disassembled transmission to replace the K1 clutch and input shaft assembly reassembled and reinstalled transmission, transfer case, [redacted] drive shaft and installed skid plate added fluid performed quick learn verified fluid level and test drove vehicle LOP [redacted], [redacted], [redacted], and [redacted] COMPLETED MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ONLY HAS REVERSE (AUTOMATIC TRANSMISSION CON CERN)

(Claim) Cause:

[redacted] SNAP DISLODGED FROM DRUM ASSEMBLY

(Claim) Correction:

COULD NOT TEST DRIVE VEHICLE FOUND TRANSMISSION ONLY HAS REVERSE, FOUN[redacted] ORDERED PARTS FOR REPAIR REMOVED AND DISASSEMBLED TRANSMISSION TO RE PLACE THE K1 CLUTCH AND INPUT SHAFT ASSEMBLY REASSEMBLED AND REINSTALLED TRA NSMISSION, TRANSFER CASE, [redacted] DRIVE SHAFT AND INSTALLED SKID PLATE

ADDED FLUID PERFORMED QUICK LEARN VERIFIED FLUID LEVEL AND TEST DROVE VEHICLE LOP 2 [redacted], AND [redacted]

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***		***Zone***	[redacted]
Address	, ,				

Condition Information

Condition Code	***LOP***	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	[redacted] ***Expense***
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]				[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition				[redacted]				[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SNAP RING	1		10.69	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition				[redacted]	1		12.23	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]	1		7.01	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	O-RING	1		31.29	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	GASKET	1		38.22	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	6		87.21	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	6		87.21	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	HUB	1		177.84	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]	[redacted]	DEFECT	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

		; Complete Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SNAP [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	HUB	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT PULL IN FORWARD GEAR. WILL ONLY PULL IN REVERSE

(RO) Cause:

CLUTCH PACK SNAP [redacted] CAME APART AND OUT OF HUB CAUSING INTERNAL DAMAG[redacted] [redacted]=4.6,21-00-0A-62=.2,21[redacted]=.3, [redacted]=1.2,21[redacted]=.6

(RO) Correction:

REPLACED K1 CLUTCH PACK HUB ASSY.REINSTALLED TRANS PUMP ANFD REINSTALLED IN VEHICLE.FILLED WITH FLUID AND CHECKED FOR PROPER OPERATION PE[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ONLY PULLS IN REVERSE

(Claim) Cause:

REMOVED TRANS AND FOUND THYE CLUTCH PACK SNP [redacted] HAD COME APART. PARTS WERE N OT AVAILABLE AND CALL CENTER TRIED TO HELP FIND PARTS. REPLACED PARTS REQUIR ED TO REPAIR THE TRANS PER [redacted]. THIS IS A KNOWN PROBLEM AND A TRAN S REPLACEMENT IS NOT AN OPTION AT THIS TIME.

(Claim) Correction:

REPLACED THE CLUTCH PACK AND ALL REQUIRED PARTS TO REPAIR CONDITION.

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	**Name**	HELFMAN DODGE INC	[redacted]	[redacted]
Address	7720 KATY FREEWAY , HOUSTON, TX 77024				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	3		39.99	[redacted]
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	3		162.08	[redacted]
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	O[redacted]	1		[redacted]	
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission Control ([redacted] - Reprogram, Includes [redacted] Routine			[redacted]	GASKET	1		35.05	[redacted]
A	[redacted]	Module, Transmission Control ([redacted] ; Module, Transmission			[redacted]	BEARING	1		34.19	[redacted]

		[redacted] - Reprogram, Includes [redacted] Routine								
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	SEAL RING	1		11.21	[redacted]
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	[redacted], Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		6.43	$97.13
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	[redacted]

A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BEARING	1		33.56	$194.26

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	1		11.21	$194.26
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254056AB	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68019782AA	SEAL RING	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		11.21	$48.56
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		52.85	$32.38
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	3		39.99	$32.38

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		14.11	$32.38

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		39.99	$712.27
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		162.08	$712.27
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]		4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		22.58	$712.27
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		28.70	$712.27
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		9.80	$712.27
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Snap [redacted]								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		38.11	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		14.11	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	HUB	1		163.10	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1151.13	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	3		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	3		162.08	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		22.58	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		6.43	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	WASHER	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	O-RING	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	SNAP RING	1		9.80	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		35.05	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BEARING	1		34.19	

[redacted]	[redacted]	0 Loaner Car ; Loaner Car			[redacted]	BEARING	1		[redacted]	
		0 Loaner Car ; Loaner Car								
		0 Loaner Car ; Loaner Car					1		36.23	
		0 Loaner Car ; Loaner Car					1		38.11	
		0 Loaner Car ; Loaner Car								
		0 Loaner Car ; Loaner Car				RING	1			
		0 Loaner Car ; Loaner Car					1			
		0 Loaner Car ; Loaner Car								
		0 Loaner Car ; Loaner Car								
		0 Loaner Car ; Loaner Car								
		0 Loaner Car ; Loaner Car							63.10	
		0 Loaner Car ; Loaner Car				T				
		Loaner Car ; High Line Vehicles				GREASE	1			
		Loaner Car ; High Line Vehicles				FLUID AFT	3			
		Loaner Car ; High Line Vehicles				FLUID AFT	3		162.08	
		Loaner Car ; High Line Vehicles				BOLT	4			
		Loaner Car ; High Line Vehicles				BOLT	4			
		Loaner Car ; High Line Vehicles				BOLT	6			
		Loaner Car ; High Line Vehicles				RING	1			
		Loaner Car ; High Line Vehicles					1			
		Loaner Car ; High Line Vehicles				RING	1			
		Loaner Car ; High Line Vehicles			B	G	1			
		Loaner Car ; High Line Vehicles				GASKET	1			
		Loaner Car ; High Line Vehicles				BEARING	1			
		Loaner Car ; High Line Vehicles				BEARING	1			
		Loaner Car ; High Line Vehicles					1			
		Loaner Car ; High Line Vehicles					1			
		Loaner Car ; High Line Vehicles					1			
		Loaner Car ; High Line Vehicles					1			
		Loaner Car ; High Line Vehicles				RING	1			
		Loaner Car ; High Line Vehicles					1			
		Loaner Car ; High Line Vehicles								
		Loaner Car ; High Line Vehicles								
		Loaner Car ; High Line Vehicles								
		Loaner Car ; High Line Vehicles								
		Loaner Car ; High Line Vehicles				T	1	X	1151.13	
B	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							[redacted]

RO Narratives

(RO) Customer Concern:

Vehicle will not move in gear (TRANSMISSION)

(RO) Cause:

FAULT CODE [redacted] SET IN [redacted] DIAG INSPECTION REVEALS FAILURE RELATED TO [redacted] CLUTCH [redacted] REPAIR NEEDED. FURTHER INVESTIGATION SHOWS [redacted] AND PCM SOFTWARE LEVEL UPDATE AVAILABLE FOR SHIFTING IMPROVEMENTS.

(RO) Correction:

R&R AS69RC FOR REPAIR REPLACED K1/INPUT SHAFT SUB-ASSEMBLY. REPLACED ALL RELATED GASKETS AND [redacted]S AND RELATED HARDWARE. FILL TO PROPER LEVEL, UPDATED [redacted] AND PCM CLEARED CODES, PERFORM QUICK LEARN PROCEDURE AND ROAD TEST VEHICLE TO VERIFY OPERATION

(RO) Technical Notes:

[redacted] WAS PROVIDED WITH RENTAL AND HAS [redacted] INVOICES DUE TO [redacted] BROKEDOWN AND HAD TO GET A [redacted]. THERE WILL BE A CONTINUATION CLAIM FOR THE [redacted] DURING THIS VISIT.

GCS Narratives

(Claim) Customer Concern:

Vehicle will not move in gear (TRANSMISSION) Vehicle will not move in gear (TRANSMISSION) Vehicle will not move in gear (TRANSMISSION) Vehicle will not move in gear (TRANSMISSION)

(Claim) Cause:

FAULT CODE [redacted] SET IN [redacted] DIAG INSPECTION REVEALS FAILURE RELATED TO [redacted] SET IN [redacted] DIAG INSPECTION REVEALS FAILURE RELATED TO [redacted] SET IN [redacted] DIAG INSPECTION REVEALS FAILURE RELATED TO [redacted] SET IN [redacted] DIAG INSPECTION REVEALS FAILURE RELATED TO [redacted] SET IN [redacted] DIAG INSPECTION REVEALS FAILURE RELATED TO [redacted].

(Claim) Correction:

R&R [redacted] FOR REPAIR REPLACED K1/INPUT SHAFT SUB-ASSEMBLY. REPLACED ALL RELAT R&R [redacted] FOR REPAIR REPLACED K1/INPUT SHAFT SUB-ASSEMBLY. REPLACED ALL RELAT R&R [redacted] FOR REPAIR REPLACED K1/INPUT SHAFT SUB-ASSEMBLY. REPLACED ALL RELAT R&R [redacted] FOR REPAIR REPLACED K1/INPUT SHAFT SUB-ASSEMBLY. REPLACED ALL RELAT R&R [redacted] FOR REPAIR REPLACED K1/INPUT SHAFT SUB-ASSEMBLY. REPLACED ALL RELAT

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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	PERFORMANCE CHRYSLER [redacted]	***Zone***	[redacted]
[redacted]	1130 AUTO MALL DRIVE , COLUMBUS, OH 43228				

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	[redacted]					
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] 1 [[redacted] [redacted] AISIN TRANSMISSION ROUGH SHIFT **]

(Claim) Cause:

CLEARED DTCS AND FLASHED NEW [redacted] SOFTWARE OLD [redacted] NEW [redacted]

(Claim) Correction:

COMPLETED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28H81 - RAM 3500 BIG HORN MEGA CA [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]	Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	$92.47
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]	1		29.25	$92.47
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]	1		9.99	$92.47
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	GASKET	1		35.72	$92.47
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	GREASE	1		53.86	$92.47
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		122.27	$92.47
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		40.76	$92.47
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		29.25	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		35.72	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		122.27	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1		9.99	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	GASKET	[redacted]			

		; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	$30.82
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		35.72	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer Statestruck will not go into drive but will go into reverse] Perform DTC Inspection Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) MAC HAIK RENTAL ADD AS MISCELLANEOUS BILL LABOR TYPE WRENTIRENT CRENT AS REQUIRED / /

(RO) Cause:

Needed [redacted], and [redacted] Recall [redacted]

(RO) Correction:

[redacted] Needed [redacted] Made a scanreport and a configuration report. [redacted], and [redacted]. Following [redacted] made repairs. Lab ops [redacted], and [redacted]60. Transmission, Remove and install for recondition -AS68RC/AS69RC K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition -AS68RC/AS69RC 4X4 equipped Transmission, Remove and install for recondition -AS68RC/AS69RC Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition -AS68RC/AS69RC [redacted] propeller shaft equipped [redacted] PROPELLER SHAFT EQUIPT [redacted], and [redacted] Refer toline a for Repairs. SEE LINE A NEEDS BRIEF REPAIR DESCRIPTION [redacted] Recall [redacted] Remedy not available. Recall / Customer Satisfaction Notification1 [Safety Recall [redacted]- Intake Air Grid Heater Relay **] MULTI POINT INSPECTION NEEDS BRIEF REPAIR DESCRIPTION [redacted] RENTAL NEEDS BRIEF REPAIR DESCRIPTION MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRUCK WILL NOT GO INTO DRIVE, BUT WILL GO IN REVERSE

(Claim) Cause:

CODES[redacted], [redacted], AND [redacted] FOUND [redacted]

(Claim) Correction:

PERFOREM[redacted]. REMOVED TRANSMISSION AND REPLACED CLUTCH, ORING, SNAP RING TRANSMISSION OIL PUMP GASKET, FILLED WITH FLUID. RETURNED TO CUSTOMER.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	D28H81 - RAM 3500 BIG HORN MEGA 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***		***Zone***	[redacted]
Address	, ,				

Condition Information

Condition Code	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]		
[redacted]	Loaner Car ; High Line Vehicles				

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RENTAL LEFT OFF ORIGINAL CLAIM

(Claim) Cause:

RENTAL LEFT OFF ORIGINAL CLAIM

(Claim) Correction:

RENTAL LEFT OFF ORIGINAL CLAIM

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$7,951.55	**Part**	$500.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER DODGE RAM TUCSON	**Zone**	[redacted]
Address	4220 E 22ND ST , TUCSON, AZ 85711				

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 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 ; [redacted] AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	TRANSMISS	1	X	[redacted]	$0.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted] B	TRANSMISS	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Vehicle towed in has transmission codes customer reports vehicle wont go forward when you put in drive please inspect and advise] Multi-point inspection (according to maintenance interval) RENTAL CAR

(RO) Cause:

. .

(RO) Correction:

[redacted] failed part transmission. it had ainternal snap ring came out and damagesseveral parts. code [redacted]. replacedtransmission. flushed cooler lines.programmed it and performed a quick learn.test drove as designed. Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission DEF equipped [redacted] [redacted] pick-up only Transmission, Replace - automatic [redacted] AWD equipped [redacted] WE HAVE PERFORMED A COMPLIMENTARYMULTI-POINT INSPECTION ON YOUR VEHICLE. THEINSPECTION SHEET WILL BE PROVIDED ANDDISCUSSED WITH YOU BY OUR SERVICE STAFF, ANYDEFICIENCIES IN YOUR VEHICLES APPEARANCE ORHEALTH WILL BE ELABORATED UPON. IN THE EVENTOF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACTUS FOR CLARIFICATION Multi-point inspection (according to maintenanceinterval) PERFORM COMPLEMENTARY VEHICLE INSPECTION [redacted] RENTAL TRUCK [redacted] RENTAL TRUCK RENTAL CAR

(RO) Technical Notes:

PART# [redacted] ORDER DATE [redacted] RECEIVE [redacted]

GCS Narratives

(Claim) Customer Concern:

[VEHICLE TOWED IN HAS TRANSMISSION [redacted]S CUSTOMER REPORTS VEHICLE WONT GO FOR WARD WHEN YOU PUT IN DRIVE PLEASE INSPECT AND ADVISE

(Claim) Cause:

FAILED PART TRANSMISSION. IT HAD A INTERNAL SNAP RING CAME OUT AND DAMAGES S EVERAL PARTS. [redacted] [redacted].

(Claim) Correction:

REPLACED TRANSMISSION. FLUSHED COOLER LINES. PROGRAMMED IT AND PERFORMED A Q UICK LEARN. TEST DROVE AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R92 - RAM 3500 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)**	[redacted]

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] S [redacted]	**Zone**	[redacted]
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition	[redacted]	Desc [redacted]	Failure	Failure Desc	[redacted]					
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] - Flash: [redacted] ([redacted]) Updates

(RO) Cause:

FLASHED THE [redacted] PER RSU

(RO) Correction:

16 Flashing from current part number68541283AA to targeted part number68541283AB. [redacted]-RT Module, Transmission [redacted] ([redacted]) - Inspect and Reprogram Module, Transmission [redacted] ([redacted]) - ReprogramModule, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled)

(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] 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**	PERFORMANCE [redacted]			**Zone**	42 [redacted]
Address	1130 AUTO MALL DRIVE , COLUMBUS, OH 43228						

Condition Information

Condition [redacted]	LOR [redacted]	LOR Desc [redacted]	Failure	Failure Desc	[redacted]					
[redacted]		Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RSU 1 [[redacted] AISIN TRANSMISSION ROUGH SHIFT **]

(Claim) Cause:

CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RES PONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND APPLICABLE R ECALL. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A VARIETY OF SHIF TING CONCERNS.

(Claim) Correction:

CONNECTED THE BATTERY CHARGER, ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIA GNOSTIC SCAN VERIFIED THE SOFTWARE PART NUMBER AS [redacted] PERFORMED A TRA NSMISSION CONTROL MODULE SOFTWARE UPDATE WITH A FINAL SOFTWARE UPDATED PART NUMBER OF [redacted] AS PER THE RAPID SERVICE UPDATE 23-086 INSTRUCTIONS. CLEA RED ALL DIAGNOSTIC TROUBLE CODES.

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**	$6,610.17	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	[redacted]
Address	, ,				

Condition Information

Condition	[redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE	1		121.66	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE	1		89.60	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TOC ASSY	1		132.65	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TUBE	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TOC ASSY	1		132.65	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	COOLER	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	

A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	6		20.16	$42.52
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TUBE	1		89.60	$42.52
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		217.00	$42.52
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] [redacted] shaft equipped			[redacted]	TRANSMISS	1	X	5922.00	$21.26
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] [redacted] shaft equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE	1		89.60	$21.26
A	[redacted]	Transmission, Replace - automatic ; [redacted] [redacted] shaft equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		217.00	$21.26
A	[redacted]	Transmission, Replace - automatic ; [redacted] [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	5922.00	$63.77
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		121.66	$63.77
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		132.65	$63.77
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	9		107.10	$63.77
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]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil			[redacted]	TUBE	1		[redacted]	

		cooler ; [redacted] or [redacted] (1 - Semi-Skilled)								
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	FLUID AFT	9		[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]	BOLT	6		20.16	$191.32
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		89.60	$191.32
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	5922.00	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	9		[redacted]	

RO Narratives

(RO) Customer Concern:

(Perform DTC Inspection) GUEST STATES GOING DOWN WASHBOARD ROAD ALL WARNING LIGHTS CA ME ON TRUCK WENT INTO LIMP MODE CHECK ENGINE LIGHT IS ON VERIFY AND ADVISE (General Concern 1) PERFORM REPORT CARD INSPECTION

(RO) Cause:

on inspection found vehicle would not move in forward gears. dtc [redacted] was active. pushed vehicle into shop. performed transmission diag work sheets. pulled transmission pan and found debris in transmission. recommended replacing transmission assembly, lines and cooler.

(RO) Correction:

removed transmission in accordance with service procedure. separated transfer case from transmission and removed lines from vehicle. removed transmission oil cooler in accordance with procedure. installed new transmission oil cooler and lines. installed transfer case to new transmission and installed transmission into vehicle. installed all components and and torqued all bolts to spec. verified fluid levels and topped off to spec. performed transmission relearn and test drove vehicle. vehicle operates as intended at this time see line 1 completed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GUEST STATES GOING DOWN WASHBOARD ROAD ALL WARNING LIGHTS CA ME ON TRUCK WENT INTO LIMP MODE CHECK ENGINE LIGHT IS ON

(Claim) Cause:

ON INSPECTION FOUND VEHICLE WOULD NOT MOVE IN FORWARD [redacted] [redacted] WAS AC TIVE. PUSHED VEHICLE INTO SHOP. PERFORMED TRANSMISSION DIAG WORK SHEETS. PULL ED TRANSMISSION PAN AND FOUND DEBRIS IN TRANSMISSION. RECOMMENDED REPLACING TRANSMISSION ASSEMBLY, LINES AND COOLER.

(Claim) Correction:

REMOVED TRANSMISSION IN ACCORDANCE WITH SERVICE PROCEDURE. SEPARATED TRANSFER CASE FROM TRANSMISSION AND REMOVED LINES FROM VEHICLE. REMOVED TRANSMISSION OIL COOLER IN ACCORDANCE WITH PROCEDURE. INSTALLED NEW TRANSMISSION OIL COOLE R AND LINES. INSTALLED TRANSFER CASE TO NEW TRANSMISSION AND INSTALLED TRANS MISSION INTO VEHICLE. INSTALLED [redacted] AND AND TORQUED [redacted] TO S PEC. VERIFIED FLUID LEVELS AND TOPPED OFF TO SPEC. PERFORMED TRANSMISSION RE LEARN AND TEST DROVE VEHICLE. VEHICLE OPERATES AS INTENDED AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$2,041.29	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] WORLD	**Zone**	[redacted]
Address	1700 E LINCOLN HWY , LANGHORNE, PA 19047				

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		26.84	$104.72
[redacted]		Transmission : [redacted] equipped pick-up only			68456960AA	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	SEAL [redacted]	1		13.33	$104.72
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		41.66	$104.72
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		43.06	$104.72
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		45.30	$104.72
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		31.69	$104.72
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	O-[redacted]	1		34.11	$104.72
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		142.60	$104.72
A	21000169	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		79.22	$104.72
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL [redacted]	1		13.33	$209.45
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEALER	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GASKET	1		41.66	$34.91
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SEALER	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]	ZZ	SERVICE ACTION	[redacted]	HUB	1		193.86	$802.88

		; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		41.66	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		43.06	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEALER	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) CUSTOMER STATES TRUCK WAS DRIVING AT [redacted] AND RPMS WERE AT [redacted] CUSTOMER PUT SHIFTER INTO PARK AND GO OUT OF TRUCK. MESSAGE ON SCREEN STATED TRUCK NOT IN PARK CUSTOMER STATES WHEN HE PUT THE TRUCK IN DRIVE THE RPMS JUST SKYROCKET AND THE TRUCK GOES NO WHERE PERFORM MULTI-POINT INSPECTION

(RO) Cause:

SNAP RING MULTI-POINT INSPECTION PERFORMED

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION [redacted] CHECK AND VERIFY CUSTOMER CONCERN,PERFORM REPAIR PROCEDURE FOR TSB 21002-23 Automatic Transmission Concern CLIENT STATES THERE IS A PROBLEM WITH THE TRANSMISSION [redacted] SEE LINE B MISC. REPAIR [redacted] see [redacted] b MISC. REPAIR PERFORM MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK WAS DRIVING AT [redacted] AND [redacted] WERE AT [redacted]

(Claim) Cause:

REPAIR PROCEDURE FO[redacted] RELATED TO CUSTOMER CONDITION

(Claim) Correction:

CHECK AND VERIFY CUSTOMER CONCERN, PERFORM REPAIR PROCEDURE FO[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]	CAB	[redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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***	$2,498.22	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	51
[redacted]	200 W GRAND AVE , ELMHURST, IL 60126				

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Generator/Alternator ; 6.7 liter diesel engine - secondary (dual generator)	ML	CHECK [redacted] SERVICE SO	[redacted]	ALTERNATR	1	X	[redacted]	[redacted]
A	[redacted]	Generator/Alternator ; 6.7 liter diesel engine - secondary (dual generator)			[redacted]	ALTERNATR	1	X	[redacted]	[redacted]
A	851STATE	State Labor Allowance			[redacted]	ALTERNATR	1	X	[redacted]	
B	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	[redacted]
B	851STATE	State Labor Allowance			[redacted]	NUT	1	X	[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		58.30	$213.05
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	8		57.44	$213.05
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			05189966AD	FLUID AFT	9		132.35	$213.05
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		73.53	$213.05
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	[redacted]			
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SEALER	1		9.95	$213.05
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	GREASE	[redacted]			

		[redacted]C ; Skid plate equipped								
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	8		[redacted]	[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEALER	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEALER	1		[redacted]	
C	[redacted]	State Labor Allowance			[redacted]	CLUTCHKIT	1	X	[redacted]	
C	[redacted]	State Labor Allowance			[redacted]	GREASE	1		[redacted]	
C	[redacted]	State Labor Allowance			[redacted]	BOLT	8		[redacted]	
C	[redacted]	State Labor Allowance			[redacted]	FLUID AFT	9		[redacted]	
C	[redacted]	State Labor Allowance			[redacted]	FLUID AFT	5		[redacted]	
C	[redacted]	State Labor Allowance			[redacted]	BOLT	6		[redacted]	
C	[redacted]	State Labor Allowance			[redacted]	SEALER	1		9.95	$550.37

RO Narratives

(RO) Customer Concern:

THE VEHICLE HAS A CHECK ENGINE LIGHT ON IN THE DASH [redacted] TRUCKS [redacted] NO START (RSU 1) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) Customer States The vehicle wont move in gear gear ratio err or codes (Automatic Transmission Concern) R&R PTO FOR TRANSMISSION REPAIR.

(RO) Cause:

INTERNAL FAILURE SETTING CODE [redacted] NOT CHANGING RRT CAMPAIGN SAFETY RECALL INSPECTION R&R PTO

(RO) Correction:

REMOVED AND REPLACED THE ALTERNATOR. PERFORMED THE OPEN RAPID RESPONSE TRANSMITTAL. N/A AT THIS TIME. INSPECTED TRANSMISSION R&R PTO FOR TRANSMISSION REPAIR.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON CUSTOMER STATES VEHICLE WON'T MOVE IN GEAR

(Claim) Cause:

CHECKED ALL CONNECTIONS AT ALTERNATOR AND BATTERY. FOUND ALTERNATOR #2 INTERNA FOUND VEHICLE WOULD NOT MOVE . HOOK UP WITECH AND FOUND [redacted] AND [redacted]. REMOVED TRANS PAN CHECKED VALVE BODY AND FOUND K1 SEAL FAILURE L FAILURE

(Claim) Correction:

FOLLOWE[redacted] REPLACED K1 SNAP RING AND ASSEMBLY . PERFORMED [redacted] FLAS REPLACE ALTERNATOR CLEAR CODES AND TEST DROVE H AND QUICK LEARN. HAD TO REMOVE PTO FOR TRANS REMOVAL TO PERFORM TRANS REPA IR. EXTRA TIME WAS AUTHORIZED BY CR

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$319.06	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	[redacted]
[redacted]					

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			FLUID	6		88.75	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			FLUID	6		88.75	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			SNAP	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			O-RING	1		31.84	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			GASKET	1		38.89	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			FLUID	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	FLUID [redacted]	6		88.75	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	FLUID [redacted]	6		88.75	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	SNAP RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	O-RING	1		31.84	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	GASKET	1		38.89	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted]			[redacted]	FLUID [redacted]	1		59.95	[redacted]

		Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

CUST [redacted] TRUCK WONT MOVE IN FORWARD CUST [redacted] TRUCK WONT MOVE IN FORWARD Multi-point inspection (according to maintenance interval)

(RO) Cause:

[redacted]

(RO) Correction:

[redacted] GEAR 1 [redacted] INCORRECT RATIO [redacted]-GEAR [redacted] INCORRECT RATIO|VERIFY TRANSMISSION FLUID LEVEL/ VERIFY NO LEAKS/ INTERNAL TRANSMISSION FAILURE|OPENED STAR CASE [redacted]/ RESPONSE FROM REP IS AS FOLLOWS: Hi [redacted]. Yes this is an ongoing known issue with a number of newer [redacted] transmissions. This has also affected an undetermined number of replacement transmissions that have been installed until recently. [redacted] has investigated and there should be a bulletin released shortly. For now please replace the transmission assembly. Regards, [redacted] TO INSPECT K1 SNAP RING/ REPLACE SNAP RING ONLY R&R TRANSMISSION/ REMOVE K1/K2 CLUTCH ASSEMBLY TO INSPECT/ REPLACE K1 SNAP RING ONLY/ REASSEMBLE TRANSMISSION/ FILL FLUID TO PROPER LEVEL/ TRANSMISSION DELAYS [redacted] ENGAGEMENT & SLAMS INTO [redacted]/ RPM FLARE DURING [redacted] TO [redacted]/ PERFORM QUICKLEARN/ QUICKLEARN DID NOT CAUSE ANY CHANGE/ NEEDS FURTHER DIAGNOSIS [redacted] PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST [redacted] TRUCK WONT MOVE IN FORWARD

(Claim) Cause:

[redacted] GEAR [redacted] INCORRECT RATIO [redacted]-GEAR [redacted] INCORRECT RATIO VERIFY TRANSMISSION FLUID LEVEL/ VERIFY NO LEAKS/ INTERNAL TRANSMISSION FAILUR E OPENED STAR CASE [redacted]/ RESPONSE FROM REP IS AS FOLLOWS: HI [redacted]. YES THIS IS AN ONGOING KNOWN ISSUE WITH A NUMBER OF NEWE[redacted] [redacted] TRANSMISS IONS. THIS HAS ALSO AFFECTED AN UNDETERMINED NUMBER OF REPLACEMENT TRANSMISS IONS THAT HAVE BEEN INSTALLED UNTIL RECENTLY. [redacted] HAS INVESTIGATED AND THERE SHOULD BE A BULLETIN RELEASED SHORTLY. FOR NOW PLEASE REPLACE THE TRANSMISS ION ASSEMBLY. REGARDS, [redacted]

(Claim) Correction:

[redacted] TO INSPECT K1 SNAP RING/ REPLACE SNAP RING ONLY R&R TRAN SMISSION/ REMOVE K1/K2 CLUTCH ASSEMBLY TO INSPECT/ REPLACE K1 SNAP RING ONLY/ REASSEMBLE TRANSMISSION/ FILL FLUID TO PROPER LEVEL/ TRANSMISSION DELAYS [redacted] ENGAGEMENT & SLAMS INTO [redacted]/ RPM FLARE DURIN[redacted] TO [redacted]/ P ERFORM QUICKLEARN/ QUICKLEARN DID NOT CAUSE ANY CHANGE/ NEEDS FURTHER DIAGNO SIS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [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	$1,363.83	***Sublet***	[redacted]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	AUTOWEST CHRYSLER [redacted]	***Zone***	[redacted]
Address	230 AUTOMALL DR , ROSEVILLE, CA 95661				

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	***Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]Y	1		163.80	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted]-Skilled)			[redacted]	TRANSMISS	1	X	9175.35	[redacted]
A	[redacted]	Lines, transmission and [redacted] converter oil [redacted]; [redacted] or [redacted] - [redacted]-Skilled)			[redacted]	[redacted]			[redacted]	
A	[redacted]	Lines, transmission and [redacted] converter oil [redacted]; [redacted] or [redacted] - [redacted]-Skilled)			[redacted]	COOLER	1		295.06	[redacted]
A	[redacted]	Lines, transmission and [redacted] converter oil [redacted]; [redacted] or [redacted] - [redacted]-Skilled)			[redacted]E	[redacted]	1		163.80	[redacted]

A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)				TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)				TRANSMISS	1	X	[redacted]	
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)				COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)				LINESASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)				TOC ASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

*General Concern #1 [TOWED IN - CUSTOMER STATES VEHICLE WILL NOT GOINTO GEAR - CHK AND ADV] Multi-point inspection Complete Open Recall #2 [Safety Recall [redacted] - Intake Air Grid HeaterRelay **]

(RO) Cause:

NA

(RO) Correction:

[redacted] CONFIRM [redacted] ON, VEHICLE WILL NOT MOVEFORWARD [redacted] REVERSE. HAS [redacted] [redacted] INCORRECT RATIO, [redacted] [redacted] NCORRECT RATIO, TRANS FLUID HAS BURNT CLUTCHSMELL. FLUID FULL. REMOVE [redacted], REPLACED TRANS AND COOLER LINES ANDVALVE AND COOLER. Transmission, Replace - automatic - Replace [redacted] C (3 - HighlySkilled) Transmission, Replace - automatic [redacted] shaft equipped Lines, transmission and torque converter oil cooler [redacted] or [redacted] - Semi-Skilled) Oil cooler, external / auxiliary Cooler (2 - Skilled) [redacted] Propeller Shaft MULTI POINT INSPECTION NOT PERFORMED AT THIS VISIT TIRE INSPECTION REVEALED TREAD DEPTH [redacted]" ORBETTER - NO ATTENTION NEEDED AT THIS TIME. MULTI POINT INSPECTION NOT PERFORMED AT THIS VISITTIRE INSPECTION REVEALED TREAD DEPTH [redacted]" ORBETTER - NO ATTENTION NEEDED AT THIS TIME. NO REMEDY AVAIALBLE AT THIS TIME RECALL 3

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*GENERAL CONCERN #1 [TOWED IN - CUSTOMER STATES VEHICLE WILL NOT GO INTO GEAR - CHK AND ADV]

(Claim) Cause:

CONFIRM [redacted] ON, VEHICLE WILL NOT MOVE FORWARD [redacted] REVERSE. HAS [redacted] 1 SHIFT INCORRECT RATIO, [redacted] GEAR [redacted] INCORRECT RATIO, TRANS FLUID HA S BURNT CLUTCH SMELL. FLUID FULL. REMOVE [redacted], REPLACED TRANS AND COOLER LINES AND VALVE AND COOLER.

(Claim) Correction:

CONFIRM [redacted] ON, VEHICLE WILL NOT MOVE FORWARD [redacted] REVERSE. HAS [redacted] 1 SHIFT INCORRECT RATIO, [redacted] GEAR [redacted] INCORRECT RATIO, TRANS FLUID HA S BURNT CLUTCH SMELL. FLUID FULL. REMOVE [redacted], REPLACED TRANS AND COOLER LINES AND VALVE AND COOLER.

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

[redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted]					
A	[redacted]	Transmission Mechanical, Trouble Not Found ; Unusual Transmission Noise	OD							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S GRINDING NOISE WHEN PUTTING INTO GEAR BROUGHT VEHICLE INTO SHOP VIA CUSTO MER CONCERN OF TR

(Claim) Cause:

ANSMISSION NOISE AND CHECK [redacted]E LIGHT. VERI FIED CONCERNS. SCANNED FOR DI AGNOSTIC TROUBLE CODES REGARDING ISSUE AND FOUND ACTIVE CODE

(Claim) Correction:

SSUE AND FOUND NONE AT THIS TIME. INSPECTED IGNITION 2 [redacted] IN [redacted] AND FOUN D TO INDICATE AN OPEN. PULLED [redacted] BAY PDC OUT AND INSPECTED PINS FOR ANY SIGNS OF DAMAGE OR CORROSION. FOUND NO ISSUES WITH ANY CONNECTOR IN PDC AND A LL PINS HAVE GOOD FITMENT. CHECKED [redacted] CIRCUIT FOR HIGH RESISTANCE FROM PDC C3 CONNECTOR AND FOUND LOA

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	70 [redacted]
Address	, ,				

Condition Information

Condition [redacted]	Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]		CONNECTOR LOOSE NOT ATTACHED						[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
C/S HTAT MIL IS ON

(Claim) Cause:
CHECKED CONNECTION AND OUFN CONNECTOR LOOSE

(Claim) Correction:
TIGHTEND AND RESECURED CONNECTOR

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	BIG [redacted]	CREW [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]			**Zone**	51 [redacted]
Address	7601 N SKOKIE BLVD , SKOKIE, IL 60077						

Condition Information

Condition	[redacted]	Desc	Failure	Failure	Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1318.04	$102.11
[redacted]		Transmission, [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		[redacted]	$102.11
[redacted]		Transmission, [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]0		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] prop[redacted] equipped			[redacted]	BOLT	6		25.86	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1318.04	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]				[redacted]
A	851STATE	State Labor Allowance			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	851STATE	State Labor Allowance				FLUID AFT	5			
A	851STATE	State Labor Allowance				[redacted]				

RO Narratives

(RO) Customer Concern:

VEHICLE TOWED IN CUSTOMER STATES WHILE VEHICLE STOPPED ACCELERATING.PLEASE CHECK AND ADVISE. PERFORM MULTI-POINT INSPECTION PERFORM BATTERY TEST

(RO) Cause:

.

(RO) Correction:

[redacted] VEHICLE HAS NO FORWARD GEARS PERFORMRRT AND REMOVE TRANS AND REPLACE INPUTASSEMBLY ROAD TEST OK Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] 4X4 equipped Transmission, Remove and install for recondition - [redacted] Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition - [redacted] [redacted] propeller shaft equipped ADDITIONAL LABOR TIME PERSTATE. ADDITIONAL LABOR TIME PERSTATE. PERFORM MULTI-POINT INSPECTION PERFORM BATTERY TEST

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE TOWED IN CUSTOMER STATES WHILE VEHICLE STOPPED ACCELERATING. PLEASE CH ECK AND ADVISE.

(Claim) Cause:

VEHICLE HAS NO FORWARD GEARS.

(Claim) Correction:

PERFORM RRT AND REMOVE TRANS AND REPLACE INPUT ASSEMBLY ROAD TEST OK.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] CREW CAB CHASSIS [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]	[redacted]	[redacted]	[redacted].00	***Total Paid*** [redacted]

Dealer Information

Code	[redacted]	***Name***		***Zone***	[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]		Transmission ; DEF equipped 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission ; DEF equipped 4x4 pick-up only			[redacted]	BOLT	6		25.35	[redacted]
[redacted]		Transmission ; DEF equipped 4x4 pick-up only			68456960AA	HUB	1		183.08	[redacted]
[redacted]		Transmission ; DEF equipped 4x4 pick-up only			[redacted]	RACE	1		35.74	[redacted]
[redacted]		Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]	1		38.38	[redacted]
[redacted]		Transmission ; DEF equipped 4x4 pick-up only			68254056AB	HUB	1		360.88	[redacted]
[redacted]		Transmission ; DEF equipped 4x4 pick-up only			[redacted]	[redacted]	1		37.67	[redacted]
[redacted]		Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68269568AB	[redacted] RING	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			06506497AA	BOLT	[redacted]			[redacted]
[redacted]		Transmission ; DEF equipped 4x4 pick-up only			[redacted]	GREASE	1		59.33	[redacted]
[redacted]		Transmission ; DEF equipped pick-up only			68253940AA	[redacted]	1		12.59	[redacted]
[redacted]		Transmission ; DEF equipped pick-up only			68019782AA	[redacted]	1		7.22	[redacted]
[redacted]		Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68244579AA	O-[redacted]	1		32.22	[redacted]
[redacted]		Transmission ; DEF equipped pick-up only			68244638AA	GASKET	1		39.34	[redacted]
[redacted]		Transmission ; DEF equipped pick-up only			68085955AA	[redacted]	1		[redacted]	[redacted]
[redacted]		Transmission ; DEF equipped pick-up only			68253814AA	RACE	1		40.67	[redacted]
[redacted]		Transmission ; DEF equipped pick-up only			68253815AA	RACE	1		42.78	[redacted]
[redacted]		Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68253816AA	RACE	1		29.93	[redacted]
[redacted]		Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]		Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68085955AA	[redacted]	1		[redacted]	[redacted]
[redacted]		Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			05189966AD	FLUID AFT	9		134.67	[redacted]
[redacted]		Transmission ; DEF equipped pick-up only			05189966AD	FLUID AFT	5		[redacted]	[redacted]
A	21000A60	Transmission, Remove and install for recondition - AS68RC/AS69RC			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253772AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253940AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		8.54	$205.15
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	HUB	1		183.08	$34.19

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		37.67	$34.19
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.35	$786.42
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		38.38	$786.42
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		29.22	$786.42
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		7.22	$786.42
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		32.22	$786.42
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		8.54	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.35	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States VEHICLE CAN ONLY DRIVE IN REVERSE] Multi-point inspection (according to maintenance interval)

(RO) Cause:

verified cocnern vehicle came in with noforward gear and slammed in reverse hadcode [redacted] and code [redacted] gear ratio codescontacted star for assistance and was advised of new tsb [redacted] for the k1 clutch replacement at this time performed tsb andreplace k1 clutch spring and hub assemblys

(RO) Correction:

[redacted] verified cocnern vehicle came in withno forward gear and slammed in reverse hadcode [redacted] and code [redacted] gearratio codes contacted star for assistance andwas advised of new tsb [redacted] for the k1clutch replacement at this time performed tsband replace k1 clutch spring and hubassembly, [redacted] [redacted] SHAFT, DEFEQUIPMENT [redacted] EQUIPPEDs SERVICE COMPLETEDreplaced k1 clutch drove [redacted] no at thistime vehicle operation is as designed starcase [redacted] Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] [redacted] [redacted] EQUIPPED [redacted] [redacted] [redacted] EQUIPPED Multi-point inspection (according to maintenanceinterval) MEL INSP. PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES VEHICLE CAN ONLY DRIVE IN REVE RSE]

(Claim) Cause:

VERIFIED COCNERN VEHICLE CAME IN WITH NO FORWARD GEAR AND SLAMMED IN REVERSE H AD COD[redacted] AND CODE [redacted] INCORRECT GEAR RATIO CODES CONTACTED STAR FOR A SSISTANCE AND WAS ADVISED OF NEW [redacted] FOR THE [redacted] CLUTCH REPLACEMENT AT THIS TIME PERFORMED TSB AND REPLACE K1 CLUTCH SPRING AND HUB ASSEMBLY, [redacted] SHAFT, DEF EQUIPMENT, 4X4 EQUIPPEDS

(Claim) Correction:

SERVICE COMPLETED REPLACED [redacted] CLUTCH DROVE [redacted] NO AT THIS TIME VEHICLE O PERATION IS AS DESIGNED STAR CASE [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	$1,371.03	**Sublet**	[redacted]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	[redacted] S [redacted]	[redacted]
Address	9975 N W 12TH STREET , MIAMI, FL 33172		

Condition Information

Condition [redacted]			Failure [redacted]	Failure [redacted]	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission ; equipped [redacted] pick-up only			[redacted]	RACE	1		36.66	$94.55
[redacted]		Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]		Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission ; equipped [redacted] pick-up only			05019061AB	GREASE	[redacted]			
[redacted]		Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]	1		12.91	$94.55
[redacted]		Transmission ; equipped [redacted] pick-up only			68456960AA	HUB	1		[redacted]	
[redacted]		Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]	1		7.40	$94.55
[redacted]		Transmission ; equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		138.15	$94.55
[redacted]		Transmission ; equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
A	21000A60	Transmission, Remove and install for recondition - [redacted]C/AS69RC ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C/AS69RC ; [redacted] equipped			[redacted]	[redacted]T	1	X	1325.53	$189.11
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]	4		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		36.66	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1325.53	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		12.91	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		187.81	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		15.35	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	21000A91	Transmission, Remove and install for recondition - [redacted] ; K1	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

		Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		12.91	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		7.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	RACE	1		36.66	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		60.86	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	HUB	1		[redacted]	[redacted]

[redacted]		Loaner Car ; Loaner Car			[redacted]	BOLT	6		26.00	[redacted]
[redacted]		Loaner Car ; Loaner Car			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]		Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
[redacted]		Loaner Car ; Loaner Car			[redacted]	FLUID AFT	1		[redacted]	[redacted]
[redacted]		Loaner Car ; Loaner Car			[redacted]	BOLT	1		[redacted]	[redacted]
[redacted]		Loaner Car ; Loaner Car			[redacted]	RACE	1		[redacted]	[redacted]
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	1325.53	[redacted]
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		29.98	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		60.86	[redacted]
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		12.91	[redacted]
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	HUB	1		187.81	[redacted]
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		26.00	[redacted]
[redacted]		[redacted]; High Line			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]		[redacted]; High Line			[redacted]	FLUID AFT	9		138.15	[redacted]
[redacted]		[redacted]; High Line			[redacted]	FLUID AFT	1		15.35	[redacted]
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	BOLT	1		[redacted]	[redacted]
[redacted]		[redacted]; High Line			[redacted]	RACE	1		[redacted]	[redacted]
[redacted]		[redacted]	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SHAFT	1	X	[redacted]	[redacted]
B	[redacted]	Shaft, Front Axle ; Wheel house extesion equipped			[redacted]	SHAFT	1	X	[redacted]	[redacted]
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SHAFT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER IN A RENTAL AT THEIR OWN RESPONSIBILITY W VEHICLE TOWED TO DEALERSHIP. GENERAL GENERAL [redacted] YOU CONSENT TO RECEIVING TEXT FROM US ON YOUR CELL

(RO) Cause:

NA

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - Transmission DEF equipped [redacted] 4x4 pick-up on [redacted] - ly; [redacted] - [redacted] [redacted] - DIAGNOSTIC TIME; [redacted] - AXLE SHAFT, FRONT-REPLACE (B); [redacted] 3 - WHEEL HOUSE EXTESION EQUIPPED

(RO) Technical Notes:

U JOINT COMING APART [redacted], AS THAT IS ALL THAT IS SUPPORTED BASED ON [redacted] TO DIAGNOSE, PART OR DER(S) AND [redacted] TO INSTALL, WITH WEEKEND(S). ([redacted] DIAG+ [redacted] ([redacted] PART) + [redacted] FOR [redacted] PART)+ [redacted] REPAIR + [redacted] RENTAL SUPPORTED): SEE WARRANTY BULLETIN [redacted]. THANK YOU FROM THE FC A WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE WCC AGENT [redacted], INCLUDE VIN & CONCERN. [redacted] SET TCM FOLLOW DIAG FLUID LEVEL AND STATE OK PERFORM SERVICE BULLETIN ([redacted]) [redacted] MATCH CONDITION LIFT CAR UP RR TRANS [redacted] K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY INSTALL NEW ADD FLUID TO LEVEL QUICK LEARN ERASE CODES TEST DRIVE OK .2.CUSTOMER STATES METAL PART FROM RIGHT FRONT WHEEL IS IN THE CENTER CONSOLE CENTER.LIFT CAR UP RIGHT FRON AXLE U JOINT COMING APART MAKE NOISE WHILE DRIVING REMOVE AND REPLACE RIGHT FRONT AXLE INSTALL NEW TEST DRIVE OK

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES METAL PART FROM RIGHT FRONT WHEEL IS IN THE CENTER CONSOLE CUSTOMER STATES WONT MOVE FORWARD CENTER.

(Claim) Cause:

TEST DRIVE CAR VEH WONT MOVE [redacted] SET [redacted] FOLLOW DIAG FLUID LEVEL A LIFT CAR UP RIGHT FRON AXLE U JOINT COMING APART MAKE NOISE WHILE DRIVING [redacted] OK PERFORM SERVICE BULLETIN (TSB) [redacted] MATCH CONDITION LIFT CAR UP

(Claim) Correction:

REMOVE AND REPLACE RIGHT FRONT AXLE INSTALL NEW TEST DRIVE OK RR TRAN[redacted] UNIT K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB -ASSEMBLY INSTALL NEW ADD FLUID TO LEVEL QUICK LEARN ERASE CODES TEST DRI VE OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] BIG [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$2,088.75	**Part**	$850.00	**Total Paid**	[redacted]

Dealer Information

[redacted]		[redacted]		**Name**	[redacted]	**Zone**	63 [redacted]
Address	19616 NORTHWEST FWY , HOUSTON, TX 77065						

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission , [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission , [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission , [redacted] equipped pick-up only			[redacted]	BOLT	6		24.93	$101.32
[redacted]		Transmission , [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	$101.32
[redacted]		Transmission , [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		132.43	$101.32
[redacted]		Transmission , [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		44.14	$101.32
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	GREASE	1		58.34	$101.32
[redacted]		Transmission , [redacted] equipped pick-up only			[redacted]	ADHESIVE	1		10.99	$101.32
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	HUB	1		354.88	[redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		132.43	[redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	ADHESIVE	[redacted]			

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		24.93	$33.77
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		180.03	$33.77
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		58.34	$33.77
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	ADHESIVE	1		10.99	$33.77
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		44.14	[redacted]

		Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	ADHESIVE	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	HUB	1		354.88	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	HUB	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		132.43	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	3		44.14	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	ADHESIVE	1		10.99	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	3		44.14	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		58.34	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	ADHESIVE	1		[redacted]	[redacted]
C	21000A01	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	1	X	[redacted]	
C	21000A50	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1	X	[redacted]	
C	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	SEAL RING	1	X	[redacted]	
C	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SEAL RING	1	X	[redacted]	
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

Customer states that a snap ring for the transmission needs to be replaced please check and advise (Automatic Transmissi on Concern) CUSTOMER STATES THAT VEHICLE GOES BACKWARDS NOT FORWARD PLEA SE CHECK AND ADVISE (Suspension Concern) PERFORM MPI AND VIDEO MULIPOINT INSPECTION CS AFTER TRANS REPAIR VEHICLE WAS GETTING STUCK IN GEAR, PLS CHECK AND ADVISE

(RO) Cause:

[redacted], INTERNAL SNAP RING DISLODGED FROM CLUTCH PACK. TCM UPDATE AVAILABLE FOR SHIFT ENHANCEMENTS. INTERNAL INPUT SHAFT SEAL DETERIORATED.

(RO) Correction:

OPEN TSB CALLS FOR REBUILD. REMOVED TRANS, INSPECTED INTERNALS. ORDERED PARTS AS NEEDED. NO ETA AS OF [redacted] ETA: [redacted] AS OF [redacted] PARTS ARRIVED, REPLACED ALL NECESSARY COMPONENTS, AND TORQUED TO SPECS, PLAY IN SPECS. FILLED TO SPECS, QUICKLEARNED TEST DROVE. GETS STUCK IN [redacted]. RE MOVED TRANS AGAIN AND REINSPECTED . FOUND FAILED SEAL WAS ISSUE. OPENING NEW LINE UNDER MOPAR PARTS WARR. LOPS[redacted], [redacted] REBUILD [redacted], [redacted] SHAFT [redacted], [redacted] EQUIPMENT [redacted], [redacted] EQUIPPED Module, Transmission Control (TCM) - Reprogram and Perform Quick Learn Procedure [redacted] PREFORMED MPI AND VIDEO INSPECTION, SENT VIDEO THROUGH T2D REPLACED SEAL UNDER POWERTRAIN. REMOVED TRANS, INSPECTED SHAFT, GOOD. PER STAR, RE ASSEMBLED TRANS, END PLAY IN SPECS, TEST DROVE OVER NIGHT, GOOD TO [redacted], 3.3 R&R 21000A60, [redacted], .3 [redacted], [redacted] SHAFT [redacted], .6 DEF EQUIPPED [redacted], 1.0 SEAL REPLACEMENT/INSPECTION INTERNALS.

(RO) Technical Notes:

SHAFT SEAL DETERIORATED INTERNAL INPUT SHAFT DETERIORATOED PART [redacted] ORDER [redacted] SHAFT SEAL DETERIORATED INTERNAL INPUT SHAFT DETERIORATOED

GCS Narratives

(Claim) Customer Concern:

CS AFTER TRANS REPAIR VEHICLE WAS GETTING STUCK IN GEAR, PLS CHECK AND ADVISE CUSTOMER STATES THAT A SNAP RING FOR THE TRANSMISSION NEEDS TO BE REPLACED P LEASE CHECK AND ADVISE (AUTOMATIC TRANSMISSI ON CONCERN)

(Claim) Cause:

INTERNAL INPUT SHAFT SEAL DETERIORATED[redacted], INTERNAL SNAP RING DISLODGED FROM CLUTCH PACK.

(Claim) Correction:

REPLACED SEAL UNDER POWERTRAIN. REMOVED TRANS, INSPECTED SHAFT, GOOD. PER S OPEN TSB CALLS FOR REBUILD. REMOVED TRANS, INSPECTED INTERNALS. ORDERED PAR TAR, RE ASSEMBLED TRANS, END PLAY IN SPECS, TEST DROVE OVER NIGHT, GOOD TO G O. TS AS NEEDED. NO ETA AS O[redacted] ETA: [redacted] AS OF [redacted] PARTS ARRIVED , REPLACED ALL NECESSARY COMPONENTS, AND TORQUED TO SPECS, PLAY IN SPECS. FI LLED TO SPECS, QUICKLEARNED TEST DROVE. GETS STUCK IN [redacted]. RE MOVE D TRANS AGAIN AND REINSPECTED . FOUND FAILED SEAL WAS ISSUE. OPENING NEW LINE UNDER MOPAR PARTS WARR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	[redacted]	[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**	$135.04	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] AUTO WORLD	**Zone**	[redacted]
Address	1700 E LINCOLN HWY , LANGHORNE, PA 19047				

Condition Information

Condition [redacted]	LOP	[redacted] Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	[redacted] RING	3	X	[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted] RING	3	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted] RING	3	X	39.98	$34.91
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted] RING	[redacted]		39.98	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CLIENT STATES THERE IS A PROBLEM WITH THE TRANSMISSION

(RO) Cause:

e

(RO) Correction:

[redacted] VEHICLE MADE LOUD POP THERE IS NOFORWARD MOVEMENT. FOUND THAT THE NEW K 1 SNAPRING BECAME DISLODGED. REPLACED MPF RETESTALL OK. CLIENT STATES THERE IS A PROBLEM WITH THE TRANSMISSION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CLIENT STATES THERE IS A PROBLEM WITH THE TRANSMISSION

(Claim) Cause:

FOUND THAT THE NEW [redacted] SNAP RING BECAME DISLODGED

(Claim) Correction:

VEHICLE MADE LOUD POP THERE IS NO FORWARD MOVEMENT. FOUND THAT THE NEW K 1 SN AP RING BECAME DISLODGED. REPLACED MPF RETEST ALL OK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]	CREW CA	[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***	$1,367.09	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	GOSSETT MOTOR CARS INC	***Zone***	63		[redacted]
Address	1901 COVINGTON PIKE , MEMPHIS, TN 38128						

Condition Information

Condition [redacted]	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	[redacted] ***Failed***	***Expense***	***Expense***
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			22.71	$76.63
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		120.63	$76.63
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		40.21	$76.63
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	3		40.21	$153.25
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				[redacted]
[redacted]	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		120.63	[redacted]
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	3		40.21	[redacted]
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1157.37	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

THIS VEHICLE WAS LEFT ON THE STREET IN FRONT OF THE DEALERSHIP WITH AN IGNITION KEY IN THE CENTER CONSOLE. THE VEHICLE STARTS, DOES NOT APPEAR TO GO INTO GEAR OR MOVE ON ITS OWN POWER. CONTACTED THE DRIVER, HE SAYS IT DOWN SHIFTED AND THEN QUIT PULLING. HAD TOWED HERE. ADVISE NOTE: VEHICLE WOULD NOT MOVE IN FORWARD BUT WAS ABLE TO BACK IT OFF THE STREET IN REVERSE. CUST SAYS HE WAS GOING [redacted] AND IT STARTED TO BUCK AND THE TACH WENT UP AND THE TRUCK WOULD NOT PULL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CONTACTED THE DRIVER, HE SAYS IT DOWN SHIFTED AND THEN QUIT PULLING. HAD TOWED HERE. ADVISE NOTE: VEHICLE WOULD NOT MOVE IN FORWARD BUT WAS ABLE TO BACK IT OFF THE STREET IN REVERSE.

(Claim) Cause:

CONFIRMED VEHICLE DOES NOT MOVE IN DRIVE OR REVERSE, ACTIVE CODES GEAR 1 SHIFT INCORRECT RATIO AND GEAR 3 SHIFT INCORRECT RATIO.

(Claim) Correction:

PROCEEDED TO REMOVE TRANSMISSION TO TEAR DOWN AND INSPECT THE [redacted] CLUTCH AND IN PUT SHAFT ASSEMBLY. FOUND THE SNAP RING DID DISLODGE AND CAUSED DAMAGE TO TH E K1 CLUTCH ASSEMBLY REPLACED THE ASSEMBLY PER 21-002-23 TSB FILLED WITH FLU ID AND TEST DROVE TO CONFIRM REPAIR PERFORMED QUICKLEARN

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$1,991.87	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission ; DEF equipped [redacted] pick-up only				GASKET	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68269552AA	D-RING	1		22.20	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only				RACE	1		39.75	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only				GASKET	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			05189966AD	FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only				BOLT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68456960AA	HUB	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68269568AB	[redacted]G	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68019782AA	[redacted]	1		7.05	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68244579AA	[redacted]	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	GASKET	1		38.46	$131.74

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269638AA	PISTON	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269552AA	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	1	X	10.75	$131.74
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			68269638AA	PISTON	1		136.88	$21.96
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			68269552AA	D-RING	1		22.20	$21.96
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	RACE	1		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] propeller shaft equipped			[redacted]	BOLT	6		24.78	$21.96
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] propeller shaft equipped			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		49.21	$21.96
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] propeller shaft equipped			68019782AA	SEAL RING	1		7.05	$21.96
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	PISTON	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

		Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
B	06200119	Disc, clutch ; [redacted] equipped with [redacted] diesel engine	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	ADHESIVE	1		[redacted]	
B	06200119	Disc, clutch ; [redacted] equipped with 6.7 liter diesel engine	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	LUBRICANT	1		46.20	$373.25
B	06200119	Disc, clutch ; [redacted] equipped with [redacted] diesel engine	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Disc, clutch ; [redacted] propeller shaft equipped			[redacted]	ADHESIVE	1		[redacted]	[redacted]
B	[redacted]	Disc, clutch ; [redacted] propeller shaft equipped			[redacted]	LUBRICANT	1		[redacted]	[redacted]
B	[redacted]	Disc, clutch ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Disc, clutch ; [redacted] equipped			[redacted]	ADHESIVE	1		[redacted]	
B	[redacted]	Disc, clutch ; [redacted] equipped			[redacted]	LUBRICANT	1		[redacted]	[redacted]

B	[redacted]	Disc, clutch ; 4x4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	ADHESIVE	1		[redacted]
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	LUBRICANT	1		[redacted]
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	CLUTCHKIT	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

Warranty Concern [Customer States check engine light came on and vehicle would not accelerate. Loud clunking in trans] TRANSMISSION REPAIR

(RO) Cause:

[redacted] -- REMOVE & TEAR DOWN TRANSMISSION. FOUND [redacted] SNAP RING BROKEN. FOUND [redacted]. ORDERED ALL PARTS REQUIRED. ROAD TESTED, VEHICLE WENT INTO LIMP MODE AND ERROR CODE FOR [redacted] INCORRECT RATIO.. ATTEMPT SHIFT STRADEGY RELEARN, DID NOT REPAIR CONCERN. CONTACT STAR AND AREA DISTRICT REP TO FIND THE FASTEST POSSIBLE SOLUTION TO REPAIR THIS CONCERN AND GET THE CUSTOMER BACK INTO HIS WORK VEHICLE. We did a trans tear down and found the K1 clutch snap ring was broken. We found a tsb for it. [redacted]. So we ordered all of the parts that were required. following tsb [redacted] only parts broken should be replaced not full assembly. install transmission and top off with fluid. road test had harsh engagement and quickly went into limp mode. fluid is full and clean. self test [redacted] and [redacted]. clear codes attempt relearn procedure. Same problems with harsh engagement and limp mode. pinpoint test [redacted]. disconnect transmission harness and measure resistance in linear solenoid's [redacted] and 7. all readings [redacted] to [redacted]. inspect pin fitment on harness connector xy107a. no problem found. perform all isolation tests to solenoid 7 no problem found. resistance is [redacted]. check for short to ground on solenoid 7. none. perform all electrical checks pinpoint test 3-46 which condemned the valve body. realizing the valve body worked before the snap ring broke inside the transmission the transmission was pulled apart a [redacted] to and found a cut seal on the pump assembly. contact star. removed transmission for the [redacted] and took it apart to find a damaged seal on the front pump assembly. replace that we had in stock. Put everything back together again & the truck went into gear a little bit better but it was stuck in limp mode with a check engine light on. self-test p0732 this time. Again, performed all pinpoint test 3-46. contacte

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND VEHICLE WOULD NOT ACCELERATE. L ROAD TESTED, VEHICLE WENT INTO LIMP MODE AND ERROR CODE FO[redacted] INCORRECT R ATIO.. ATTEMPT SHIFT STRATEGY RELEARN, DID NOT REPAIR CONCERN. CONTACT STAR OUD CLUNKING IN TRANS] AND AREA DISTRICT REP TO FIND THE FASTEST POSSIBLE SOLUTION TO REPAIR THIS C ONCERN AND GET THE CUSTOMER BACK INTO HIS WORK VEHICLE. WE DID A TRANS TEAR DOWN AND FOUND THE [redacted] SNAP RING WAS BROKEN. WE FOUND [redacted]. [redacted]. SO WE ORDERED ALL OF THE PARTS THAT WERE REQUIRED. TOOK FOREVER TO ARRIVE. GOT THEM IN, PUT THE TRANS BACK IN THE TRUCK AND STARTED IT. & IT DROPPED INTO GEAR VERY HARD. SOMETHING WAS STILL WRONG.

(Claim) Cause:

REMOVE & TEAR DOWN TRANSMISSION. FOUND [redacted] SNAP RING BROKEN. FOUN[redacted]. ROAD TESTED, VEHICLE WENT INTO LIMP MODE AND ERROR CODE FO[redacted] INCORRECT R ATIO.. ATTEMPT SHIFT STRADEGY RELEARN, DID NOT REPAIR CONCERN. CONTACT STAR AND AREA DISTRICT REP TO FIND THE FASTEST POSSIBLE SOLUTION TO REPAIR THIS C ONCERN AND GET THE CUSTOMER BACK INTO HIS WORK VEHICLE. WE DID A TRANS TEAR DOWN AND FOUND TH[redacted] SNAP RING WAS BROKEN. WE FOUND [redacted]. [redacted]. SO WE ORDERED ALL OF THE PARTS THAT WERE

REQUIRED. FOLLOWING TSB 21 [redacted] ONLY PARTS BROKEN SHOULD BE REPLACED NOT FULL ASSEMBLY. INSTALL TR ANSMISSION AND TOP OFF WITH FLUID. ROAD [redacted] HAD HARSH ENGAGEMENT AND QUIC KLY WENT INTO LIMP MODE. FLUID IS FULL AND CLEAN. SELF [redacted] AND [redacted]. C LEAR CODES ATTEMPT RELEARN PROCEDURE. SAME PROBLEMS WITH HARSH ENGAGEMENT AND LIMP MODE. PINPOINT [redacted]. DISCONNECT TRANSMISSION HARNESS AND ME ASURE RESISTANCE IN LINEAR SOLENOID'S 1,5 AND 7. ALL READINGS 5.5 TO [redacted]. INSPECT PIN FITMENT ON HARNESS CONNECTOR [redacted]. NO PROBLEM FOUND. PERFOR M ALL ISOLATION [redacted]S TO SOLENOID 7 NO PROBLEM FOUND. RESISTANCE IS [redacted]. CHECK FOR SHORT TO GROUND ON SOLENOID 7. NONE. PERFORM ALL ELECTRI CAL CHECKS PINPOINT [redacted] WHICH CONDEMNED THE VALVE BODY. REALIZING TH E VALVE BODY WORKED BEFORE THE SNAP RING BROKE INSIDE THE TRANSMISSION THE TRANSMISSION WAS PULLED APART A [redacted] TO AND FOUND A CUT SEAL ON THE PU MP ASSEMBLY. CONTACT STAR. REMOVED TRANSMISSION FOR THE [redacted] AND TO OK IT APART TO FIND A DAMAGED SEAL ON THE FRONT PUMP ASSEMBLY. REPLACE THAT WE HAD IN STOCK. PUT EVERYTHING BACK TOGETHER AGAIN & THE TRUCK WENT INTO GE AR A LITTLE BIT BETTER BUT IT WAS STUCK IN LIMP MODE WITH A CHECK ENGINE L IGHT ON. SELF-[redacted] [redacted] THIS TIME. AGAIN, PERFORMED ALL PINPOINT [redacted]. CONTACTED HOTLINE. HOTLINE SUGGESTED REPLACING ENTIRE [redacted] UNDE [redacted] INSTEAD OF JUST REPLACING THE BROKEN PIECES. WE WENT BACK & FORTH WITH STAR [redacted] OVER THE COURSE OF THE [redacted]S IT HAS BEEN HERE. THEY FINA LLY TOLD US TO ORDER THE WHOLE KIT. SO ONCE AGAIN THE TRANSMISSION WAS PULLE D OUT & TAKEN APART & PUT BACK TOGETHER.

(Claim) Correction:

INSPECT & REPLACE SNAP RING & INPUT SHAFT ASSEMBLY. TRANSMISSION [redacted] BACKORDERED SO K1 ASSEMBLY WAS EMERGENCY ORDERED AND INSTALL ED. INCLUDES TIME TO REMOVE TRANSMISSION AND INSTALL K1 ASSEMBLY AND REINSTA LL TRANSMISSION. TOP OFF FLUID ROAD [redacted] AND RE[redacted]. STAR CASE NUMBER 1022 [redacted]. INSTALL TRANSMISSION- REFILL FLUID ASRC- 2QTS. RELEARN TRANS AND [redacted] DRIVE NO ISSUES SMOOTH ENGAGEMENT-PARK REVERSE, DRIVE. AND SHIFT QUALITY GO OD.

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	***Name***	LYNN COOPER INC	***Zone***	66	ORLANDO	
Address	[redacted]						

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] OPEN STATUS

(Claim) Cause:

SERVICE ACTION

(Claim) Correction:

REPLACED STARTER NUT PER RRT INSTRUCTIONS

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**	$2,770.86	**Part**	$0.00	**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]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	FILTER	1		133.85	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		138.18	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	1		15.35	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		54.01	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FILTER	1		133.85	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	1		15.35	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE [redacted] SO	[redacted]	GASKET	1		54.01	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Indicator/Warning Lights Concern [Customer States check engine lightis on. Check and advise.] General Concern #1 [Customer Statesvehicle was making a whining noise and when taking off from a stop vehicle lose power and did not wantto accelerate. Customer states shortly after check engine light came on. Check and advise.] General Concern #2 [Customer Statesvehicle has a rough start. Check and advise.]

(RO) Cause:

. . .

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM [redacted] MAINTENANCE INSPECTION [redacted] CHECKED AND FOUND [redacted] DIAG PROCEDURES AND FOUND VALVE BODYTO HAVE AN INTERNAL FAILURE. REPLACED VALVEBODY. TEST DROVE VEHICLE AND VERIFIEDREPAIRS. Indicator/Warning Lights Concern General Concern #1 General Concern #2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS CONCERN [CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CH ECK AND ADVISE.]

(Claim) Cause:

CHECKED AND FOUN[redacted] DIAG PROCEDURES AND FOUND VALVE BODY TO HAVE AN INTERNAL FAILURE

(Claim) Correction:

REPLACED VALVE BODY. TEST DROVE VEHICLE AND VERIFIED REPAIRS.

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$1,586.79	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	GRAND JUNCTION CHY-JEEP-DOD INC	**Zone**	7[redacted]
Address	2578 HWY 6 & 50 , GRAND JUNCTION, CO 81505				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				[redacted]	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				[redacted]	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				[redacted]	[redacted]			
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped				[redacted]	[redacted]			
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped				FLUID AFT	[redacted]			
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped				[redacted]	1	X	[redacted]	
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped				[redacted]	[redacted]			
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped				FLUID AFT	3		[redacted]	
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; T[redacted] shaft equipped			[redacted]	[redacted]	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] shaft equipped			[redacted]	FLUID AFT	2		124.81	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	[redacted]T	1	X	[redacted]	

		; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		124.81	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION, DIESEL ENGINE, OR AXLE CONCERN MULTI POINT INSPECT - SEE ADVISOR FOR PRINT OUT LINE IS FOR CUSTOMER CONTACT INFORMATION ONLY NO CAR WASH

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN SHIFTING INTO GEAR TRANSM ISSION WILL NOT SHIFT. ONLY GEAR THAT CUSTOMER H AS IS REVERSE

(Claim) Cause:

FOUND NO FORWARD GEARS CODES SET FOR GEAR RATIO IN [redacted], RELATEDT SB FO FOR REPLACING INPUT HU[redacted]

(Claim) Correction:

REPLACED K1 INPUT CLUTCH HUB AND GASKETS . QUICK LEARN AND TEST DRIVE ALL OK

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$1,652.91	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	15711 GULF FWY , WEBSTER, TX 77598				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		30.22	$97.54
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		36.91	$97.54
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	4		47.24	$97.54
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		171.77	$97.54
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	CLUTCHKIT	1		1212.27	$97.54
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		70.19	$97.54
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		6.77	$32.51
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		30.22	$32.51
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GASKET	1		36.91	$32.51

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	HUB	1		171.77	$32.51
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	WASHER	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		30.22	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], AS69RC, AS66RC Transmissions only			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], AS69RC, AS66RC Transmissions only			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted],			[redacted]	SEAL RING	1		6.77	$32.51

		[redacted], AS66RC Transmissions only								
A	[redacted]	TCM Quick Learn ; [redacted], 55RFE, 65RFE, 66RFE, 68RFE, [redacted], AS66RC Transmissions only			[redacted]	WASHER	2		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted], 55RFE, 65RFE, 66RFE, 68RFE, [redacted], AS66RC Transmissions only			[redacted]	O-RING	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted], 55RFE, 65RFE, 66RFE, 68RFE, [redacted], AS66RC Transmissions only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted], 55RFE, 65RFE, 66RFE, 68RFE, [redacted], AS66RC Transmissions only			[redacted]	[redacted]	[redacted]		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted], 55RFE, 65RFE, 66RFE, 68RFE, [redacted], AS66RC Transmissions only			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted], 55RFE, 65RFE, 66RFE, 68RFE, [redacted], AS66RC Transmissions only			[redacted]	HUB	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted], 55RFE, 65RFE, 66RFE, 68RFE, [redacted], AS66RC Transmissions only			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted], 55RFE, 65RFE, 66RFE, 68RFE, [redacted], AS66RC Transmissions only			[redacted]	FLUID AFT	5		[redacted]	

RO Narratives

(RO) Customer Concern:

Customer States VEHICLE WENT INTO LIMP MODE AND ONLY GOES IN REVERSE (Automatic Tran smission Concern) (Car Wash) PERFORM MOPAR EXPRESS LANE INSPECTION PERFORM QC INSPECTION

(RO) Cause:

VERIFY CUSTOMER CONCERN, VEHICLE ONLY HAS REVERS. FOUN[redacted] CLUTCH SNAP RING FAILURE .

(RO) Correction:

REMOVE[redacted] DRIVE SHAFT [redacted] SYSTEM AND PTO, REMOVED TRANSMISSION. REMOVED BELL HOUSING OIL PUMP AND FOUND SNAP RING FAILURE. REPLACED K1 CLUTCH AND DRUM, REASSEMBLE TRANSMISSION AND SET END PLAY. REASSEMBLY VEHICLE TOPPED OFF FLUID AND PERFORMED TCM QUICK LEARN. TEST DROVE VEHICLE TO VERIFY REPAIR COMPLETE PERFORMED MOPAR EXPRESS LANE INSPECTION COMPLETED QC INSPECTION, VEHICLE IS READY TO BE DELIVERED TO CUSTOMER. THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States VEHICLE WENT INTO LIMP MODE AND ONLY GOES IN REVERSE (Automati Customer States VEHICLE WENT INTO LIMP MODE AND ONLY GOES IN REVERSE (Automati Customer States VEHICLE WENT INTO LIMP MODE AND ONLY GOES IN REVERSE (Automati Customer States VEHICLE WENT INTO LIMP MODE AND ONLY GOES IN REVERSE (Automati

(Claim) Cause:

VERIFY CUSTOMER CONCERN, VEHICLE ONLY HAS REVERS. FOUN[redacted] CLUTCH VERIFY CUSTOMER CONCERN, VEHICLE ONLY HAS REVERS. FOUN[redacted] CLUTCH VERIFY CUSTOMER CONCERN, VEHICLE ONLY HAS REVERS.

FOUND TSB 21-00-23 K1 CLUTCH VERIFY CUSTOMER CONCERN. VEHICLE ONLY HAS REVERS. FOUN [redacted] CLUTCH

(Claim) Correction:

REMOVE [redacted] DRIVE SHAFT [redacted] SYSTEM AND PTO, REMOVED TRANSMISSION. REMOVED REMOVE [redacted] DRIVE SHAFT [redacted] SYSTEM AND PTO, REMOVED TRANSMISSION. REMOVED REMOVE [redacted] DRIVE SHAFT [redacted] SYSTEM AND PTO, REMOVED TRANSMISSION. REMOVED REMOVE [redacted] DRIVE SHAFT [redacted] SYSTEM AND PTO, REMOVED TRANSMISSION. REMOVED

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**	$1,524.54	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	ALLEN SAMUELS DODGE INC [redacted]
Address	1515 SOUTH LOOP WEST , HOUSTON, TX 77054		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	8		126.98	$109.30
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	8		126.98	$36.43
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Module, Transmission [redacted] ([redacted] : Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
GENERAL CONCERN [VEHICLE STUCK IN LIMP MODE] VEHICLE IN LIMP MODE

(Claim) Cause:
[redacted] UPDATE

(Claim) Correction:
PERFORMED QUICK LEARN VERIFIED TRUCK IN LIMP MODE , NO LOW GEARS, FOUND [redacted] , FOUND RELATED TSB [redacted], PERFORMED TSB , REMOVED TRANSMISSION AND INSPECTED , FOUND [redacted] S NAP RING HAD COME LOOSE CAUSING DAMAGE TO K1 CLUTCH ASSEMBLY. INSTALLED NEW K1 CLUTCH ASSEMBLY. REINSTALLED TRANSMISSION , FILLED WITH FLUID , PERFORMED S OFTWARE UPDATE TO [redacted] , PERFORMED QUICK LEARN PROCEDURE , TEST DROVE AND VER IFIED PROPER OPERATIONS [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[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)**	[redacted]

Expense

Labor	$1,382.76	**Sublet**	$1,345.06	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	MOSS [redacted]. DODGE RIVERSIDE		[redacted]	[redacted]	[redacted]
Address	[redacted]						

Condition Information

Condition [redacted]	[redacted]		Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission ; DEF equipped 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]2	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$40.08
A	[redacted]1	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

customer states will not into gear properly. when putting into drive and feather the fuel pedal is the only way to get in to go forward a little - towed in I AUTHORIZE AT EVERY VISIT A FREE [redacted] VEHICLE INSPECTION WILL BE PERFORMED AND I WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE NEEDS. THIS INSPECTION COULD INCLUDE A FREE BATTERY TEST, BRAKE INSPECTION, TIRE TREAD DEPTH INSPECTION, WHEEL ALIHNMENT INSPECTION OR VEHICLE COMPUTER DIAGNOSTIC. AT THE TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLE'S 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. AS OUR VALUED CUSTOMER, YOUR SATISFACTION IS OUR GUARANTEE. I HEREBY AGREE THAT MOS[redacted]. IS [redacted] EXEMPT FROM ALL LIABILITY 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 MEASURMENTS. PLEASE SEE YOUR SERVICE ADVISOR FOR DETAILS.

(RO) Cause:

inspect and find trans will not engage in forward gears, reverse working fine, find active [redacted] gear ratio error in [redacted]. fluid full and not burnt or contaminated. find tsb for condition. [redacted] A 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: TECHNICIA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WILL NOT INTO GEAR PROPERLY. WHEN PUTTING INTO DRIVE AND FEAT HER THE FUEL PEDAL IS THE ONLY WAY TO GET IN TO GO FORWARD A LITTLE - TOWED I N

(Claim) Cause:

INSPECT AND FIND TRANS WILL NOT ENGAGE IN FORWARD GEARS, REVERSE WORKING FINE , FIND ACTIVE [redacted] GEAR RATIO ERROR IN [redacted] FLUID FULL AND NOT BURNT OR CONTAMINATED. FIND TSB FOR CONDITION[redacted] A

(Claim) Correction:

REMOVE TRANS AND DISASSEMBLE PER TSB, FIND K1 CLUTCH SNAP RING OUT OF HUB, CL UTCH DISC STARTING TO BURN. REMOVE AND REPLACE K1 ASSEMBLY AND REASSEMBLE TRA NS, INSTALL TRANS, CLEAR DTC AND PERFORM TCM UPDATE. PERFORM TRANS QUICKLEARN . TEST DRIVE AND RECHECK OK [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$1,285.73	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]		**Name**	[redacted]	[redacted]	[redacted]
Address	9621 COORS BLVD NW , ALBUQUERQUE, NM 87114				

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]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]				
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	1			
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1	X	1194.44	
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	6			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	1			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X		
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	1			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1	X		
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	8			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]			[redacted]	FLUID AFT	1			

		; [redacted] shaft equipped								
A	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		13.83	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

C/S CEL IS ON C/S TRANSMISSION NOT SHIFTING INTO GEAR PERFORM MULTI-POINT INSP

(RO) Cause:

RELATED TO LINE [redacted]. FOUND TRANSMISSION DOES NOT HAVE DRIVE GEAR [redacted], [redacted] [redacted], [redacted]A APPLIES TO THE PROBLEM AND REPAIR. FAILED [redacted] CLUTCH SNAP RING.

(RO) Correction:

REMOVED TRANSMISSION AND REPAIRED PER [redacted]A, CHECKED TRANS IN PLAY [redacted], REPLACED THE K1 CLUTCH ASSEMBLY, RECHECKED IN PLAY 0.27. REINSTALLED TRANSMISSION, ADJUSTED FLUID LEVEL. ALSO FLASH UPDATED THE TCM FOR TRANSMISSION IMPROVEMENTS PER [redacted] TO AC, VERIFIED FLASH UPDATE PERFORMED QUICK LEARN, AND ROAD TEST. VERIFIED PROPER OPERATION [redacted], [redacted] PLATE, [redacted] SHAFT. [redacted] 0A[redacted] [redacted] [redacted] COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S TRANSMISSION NOT SHIFTING INTO GEAR C/S TRANSMISSION NOT SHIFTING INTO GEAR C/S TRANSMISSION NOT SHIFTING INTO GEAR C/S TRANSMISSION NOT SHIFTING INTO GEAR

(Claim) Cause:

FOUND TRANSMISSION DOES NOT HAVE DRIVE GEA[redacted], [redacted] [redacted], [redacted] RE FOUND TRANSMISSION DOES NOT HAVE DRIVE GEAR [redacted], [redacted] [redacted], [redacted] RE FOUND TRANSMISSION DOES NOT HAVE DRIVE GEAR [redacted], [redacted] [redacted], [redacted] RE FOUND TRANSMISSION DOES NOT HAVE DRIVE GEA[redacted], [redacted] [redacted], [redacted] RE

(Claim) Correction:

REMOVED TRANSMISSION AND REPAIRED PER [redacted], CHECKED TRANS IN PL REMOVED TRANSMISSION AND REPAIRED PE[redacted], CHECKED TRANS IN PL REMOVED TRANSMISSION AND REPAIRED PE[redacted], CHECKED TRANS IN PL REMOVED TRANSMISSION AND REPAIRED PER [redacted], CHECKED TRANS IN PL

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**	$1,414.86	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] RIO CHRYSLER, DODGE, JEEP,	**Zone**	[redacted]
Address	5373 E US HIGHWAY 83 , RIO GRANDE CITY, TX 78582				

Condition Information

Condition	[redacted]		Failure	Failure	Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	[redacted]				
[redacted]		Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	FLUID AFT	9		[redacted]	$79.90
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BOLT	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]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	1164.49	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted] ECT	[redacted]	GREASE	1		53.47	$772.33
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted] ECT	[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]	[redacted]	[redacted] ECT	[redacted]	[redacted]				

		; Complete Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	FLUID AFT	9		[redacted]	$772.33
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		26.34	[redacted]
A	[redacted]2	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		22.85	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

C/S HE WAS DRIVING DOWN A DIRT ROADWHEN THE TRUCK STOPPED WORKING, HE STATES THE VEHICLE WOULD NOT GO INTO GEAR.

(RO) Cause:

NA

(RO) Correction:

[redacted] verify customer concern run tests andget code [redacted] found tsb [redacted] aremove trans and followed tsb and replaceclutck kit assy reinstall trans refill withfluid and road test to ensure properoperation as design this time miles out [redacted] and i to recondition TWO PIECE SHAFT TRANS DEF EQUIPPED TRANS AISIN RECONDITION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S HE WAS DRIVING DOWN A DIRT ROAD WHEN THE TRUCK STOPPED WORKING, HE STATES THE VEHICLE WOULD NOT GO INTO GEAR.

(Claim) Cause:

DISLODGED SNAP RING

(Claim) Correction:

VERIFY CUSTOMER CONCERN RUN TESTS AND GET COD[redacted] FOUND TSB [redacted] A REMOVE TRANS AND FOLLOWED TSB AND REPLACE CLUTCK KIT ASSY REINSTALL TRANS R EFILL WITH FLUID AND ROAD TEST TO ENSURE PROPER OPERATION AS DESIGN THIS TIME MILES OUT [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] REG CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$3,457.30	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]		**Name**	LYNN COOPER INC	[redacted]	
[redacted]	305 E MAIN ST , CLINTON, SC 29325				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense [redacted]
A	[redacted]1	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	CONVERTER	1		3269.79	[redacted]
A	[redacted]1	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	SEAL	1	X	[redacted]	
A	[redacted]1	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	[redacted]			[redacted]	
A	[redacted]1	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]1	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	WIRING	1		25.13	[redacted]
A	[redacted]2	Transmission, Remove and install for repair - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	CONVERTER	1		3269.79	[redacted]
A	[redacted]2	Transmission, Remove and install for repair - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	SEAL	1	X	[redacted]	
A	[redacted]2	Transmission, Remove and install for repair - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]2	Transmission, Remove and install for repair - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]2	Transmission, Remove and install for repair - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	WIRING	[redacted]		[redacted]	
A	21330151	Torque converter - replace ; Torque converter Replace [redacted] TD [redacted] w/ Aisin [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	CONVERTER	1		3269.79	[redacted]
A	21330151	Torque converter - replace ; Torque converter Replace [redacted] TD [redacted] w/ Aisin [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	SEAL	1	X	[redacted]	
A	21330151	Torque converter - replace ; Torque converter Replace [redacted] TD [redacted] w/ [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	[redacted]			[redacted]	
[redacted]		Torque converter - replace ; Torque converter Replace [redacted] w/ [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	FLUID AFT	2		[redacted]	

A	[redacted]	Torque converter - replace ; Torque converter-Replace-6.7L TD Cummins w/ Aisin AS68RC/AS69RC Auto Trans (3 - Highly Skilled)			[redacted]	WIRING	1		25.13	[redacted]
A	[redacted]	Seal, front pump housing ; (3 - Highly Skilled) [redacted]		OIL LEAK	[redacted]	CONVERTER	1		3269.79	[redacted]
A	[redacted]	Seal, front pump housing ; (3 - Highly Skilled)	71	OIL LEAK	[redacted]	SEAL	1	X	[redacted]	[redacted]
A	[redacted]	Seal, front pump housing ; (3 - Highly Skilled) [redacted]		OIL LEAK	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Seal, front pump housing ; (3 - Highly Skilled) [redacted]		OIL LEAK	[redacted]	FLUID AFT	2		108.57	[redacted]
A	[redacted]	Seal, front pump housing ; (3 - Highly Skilled) [redacted]		OIL LEAK	[redacted]	WIRING	1		25.13	[redacted]

RO Narratives

(RO) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN-- CUSTOMER STATES THEY HAVE A TRANSMISSION LEAK IN THE FRONT OF THE TRANSMISSION -- CHECK AND ADVISE [redacted] DIESEL PM SENSOR RECALL- [redacted] REPLACED OIL and FILTER, and LUBRICATE (DIESEL FUEL FILTERX2 STEERING/SUSPENSION/STEERING W

(RO) Cause:

RECALL RECALL RECALL MAINTENANCE

(RO) Correction:

AUTOMATIC TRANSMISSION CONCERN RECALL RECALL REPLACED OIL and FILTER, and LUBRICATE (DIESEL) FUEL FILTERX2 lubricated steering components REMOVE AFTER MARKET PTO TO REMOVE TRANSMISSION - WARRANTY DELCINED DUE TO AFTERMARKET COMPONENT STEERING/SUSPENSION/STEERING W MISCELLANEOUS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL Y [redacted] STATUS CUSTOMER STATES FLUID IS LEAKING UNDER VEHICLE

(Claim) Cause:

RECALL OPEN FRONT [redacted] SEAL IS LEAKING

(Claim) Correction:

REPLACED PM SENSOR AND LABEL PER RECALL INSTRUCTIONS REMOVED BELLHOUSING INSPECTION COVER TO CONFIRM TRANSMISSION FLUID LEAKING- RE MOVED TRANSMISSION & FOUND FLUID TO BE LEAKING FROM FRONT [redacted]P SEAL- REPLACE D TORQUE CONVERTER & [redacted] SEAL- A/T TIME FOR REMOVAL & RE INSTALLATION OF AF TERMARKET PTU- TEST DROVE & ADJUSTED FLUID LEVEL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$1,565.74	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**		**Zone**	71
Address	, ,				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		23.90	$117.34
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		11.58	$117.34
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		33.90	$117.34
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		41.40	$117.34
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]				
A	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1359.66	$117.34
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		33.90	$234.67
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	[redacted]			
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		7.59	$39.11
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	21000A91	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	
A	21000A91	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	21000A91	Transmission, Remove and install for recondition - [redacted]	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		52.98	$899.58

		; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		7.59	$899.58
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		33.90	$899.58
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	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:

VEH BROKE DOWN WHEN DRIVING

(Claim) Cause:

FOUND VEHICLE HAS NO FORWARD MOVEMENT. FOUND [redacted] AND [redacted]. FOUND INT ERNAL FAILURE DUE TO K1 SNAP RING FAILED.

(Claim) Correction:

REPAIRED VEHICLE AS PER TSB. REPLACED [redacted] CLUTCH HUB AND SEALS. TOPPED OFF TRA NS FLUID AND FLASH UPDATED PCM. PERFORMED QUICK LEARN AND TEST DROVE VEHICLE. VERIFIED NO MORE CODES AND PROPER SHIFTING. 21-00-0A-[redacted] CLUTCH / INPUT SH AFTASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBLY(3 - HIGHLY SKILLED)2 - TRANSMIS SION ANDTRANSFER CASE4.6 HRS.OPTIONAL LOPS:LABOR OPERATION NO: LABOR DESCRI PTIONSKILL CATEGORYLABOR TIME21-00-0A-62TWO [redacted] PROPELLER SHAFT EQUIPPED(3 - HIGHLY SKILLED)2 - TRANSMISSIONAND TRANSFER CASE0.2 HRS.21-00-

[redacted] PL ATE EQUIPPED(3 - HIGHLY SKILLED)2 - TRANSMISSIONAND TRANSFER CASE0.3 HRS.21[redacted] EQUIPMENT [redacted] 4X4 PICK-UP ONLY(3 - HIGHLY SKILLED)2 - TRANS MISSIONAND TRANSFER CASE0.6 HRS.21-00-0A[redacted] EQUIPPED(3 - HIGHLY SKILLED)2 - TRANSMISSIONAND TRANSFER [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] LIMITED CREW [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	15859 STATE ROAD 50 , CLERMONT, FL 34711		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		101.77	$93.70
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	LUBRICANT	1		53.58	$93.70
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			28.73	$187.40
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		101.77	$187.40
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1464.62	$187.40
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	LUBRICANT	1		53.58	$187.40
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	6		101.77	$31.23
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	LUBRICANT	1		53.58	$31.23
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	[redacted]			
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	1464.62	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	LUBRICANT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer StatesThe truck shut off while driving] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) repair trans per TSB RENTAL COVERED BY CUSTOMER WARRANTY/BASIC/[redacted]

(RO) Cause:

RENTAL COVERED BY CUSTOMER WARRANTY/BASIC/[redacted]

(RO) Correction:

found truck did not gointo drive also foundcheck engine light on with code [redacted] gearerror on 1 gear found service buletin[redacted] for the [redacted] Snap Ring Repair desassembly transmission found k1 drum withsnap rig failure did repair as said onservice bulletin test drive truck working asdesigned [redacted] / Input ShaftAssembly - Inspect and Replace Sub-Assembly(3- Highly Skilled)2 - Transmission andTransfer Case [redacted] 621Two PiecePropeller Shaft Equipped(3 - Highly Skilled)2- Transmission and Transfer Case [redacted] Equipment [redacted] 4x4 pick-uponly(3 - Highly Skilled)2 - TransmissionandTransfer Case [redacted] 0A-[redacted](3 - Highly Skilled)2 -Transmissionand Transfer Case [redacted]61Skid Plate Equipped(3 - HighlySkilled)2 - Transmissionand Transfer Case0.3Hrs General Concern #1 GENERAL CONCERN parts ordered Recall / Customer Satisfaction Notification1 Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION [redacted] INSPECTION MISC. SHOP CHARGES repair trans per TSB General Repair Request - Used for [redacted] Service RENTAL COVERED BY CUSTOMER WARRANTY/BASIC/[redacted] RENTAL RENTAL COVERED BY CUSTOMER WARRANTY/BASIC/[redacted] SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STAES THE TRUCK SHUT OFF WHILE DRIVING

(Claim) Cause:

TECH CONFIRM [redacted] [redacted] GEAR ERROR REF BULLETIN [redacted] FOR K1 CLUTCH SNAP RIN G REPAIR

(Claim) Correction:

REPLACE [redacted] DRUM SNAP RING.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R92 - RAM 3500 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)**	[redacted]

Expense

Labor	[redacted]	[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	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	6		25.99	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FLUID AFT	8		122.74	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FLUID AFT	8		122.74	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269550AA	[redacted]			[redacted].24	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]			[redacted].06	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269548AA	[redacted]			[redacted].25	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253816AA	RACE	1		30.69	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253815AA	RACE	1		43.86	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		41.70	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68085955AA	[redacted]	1		8.75	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GASKET	1		40.34	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68244579AA	O-RING	1		33.03	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68019782AA	[redacted]	1		7.40	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269569AA	[redacted]	1		12.54	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GREASE	1		60.83	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	4		29.96	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			29.96	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269568AB	[redacted]RING	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		38.63	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	1		370.03	[redacted]
A	[redacted]	Transmission ; DEF equipped			[redacted]	[redacted]	1		39.35	[redacted]

		[redacted] pick-up only								
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		122.74	$163.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269550AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244579AA	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269569AA	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GREASE	1		60.83	$163.84

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06506497AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68019782AA	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEA[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEA[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	CLUTCHKIT	1	X	[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		122.74	$27.31
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68019782AA	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	4		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269568AB	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.99	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		17.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		30.69	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	RACE	1		43.86	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		41.70	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		8.75	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		60.83	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		29.96	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		187.72	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	[redacted]			[redacted]
B	[redacted]	Reservoir, Air Suspension - Replace	[redacted]	BLOCKED BB						[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States VEHICLE TOWED IN ONLY HAS REVERSE] NO INSPECTION NEEDED CUSTOMER STATES REAR AIR SUSPENSIONIS STUCK FULLY INFLATED

(RO) Cause:

The [redacted] clutch snap ring dislodged, resulting in loss of torque transfer for lower gears 1, 2, 3 and 4 c15da payload limit exceeded

(RO) Correction:

The [redacted] clutch snap ring dislodged, resultingin loss of torque transfer for lower gears 1,2, 3 and 4 [redacted] [redacted] Clutch / InputShaft Assembly - Inspect and ReplaceSub-Assembly (3 - Highly Skilled) 2 -Transmission and Transfer Case [redacted] [redacted]21 [redacted]0A-62 [redacted] Propeller ShaftEquipped (3 - Highly Skilled) 2 -Transmission and Transfer Case [redacted] [redacted] Skid Plate Equipped (3 - HighlySkilled) 2 - Transmission and Transfer Case0.3 [redacted] [redacted] DEF Equipment 2500-35004x4 pick-up only (3 - Highly Skilled) 2 -Transmission and Transfer Case [redacted] 4x4 Equipped (3 - Highly Skilled)2 - Transmission and Transfer Case [redacted] Automatic Transmission Concern NO INSPECTION NEEDE [redacted] payload limit exceeded found theascm going on and off line... loosingcommunications.. unhooked [redacted]s...let sit for [redacted].. hooked back up battery'sand the ascm came back up and stayed online..then checked and module was in plant mode...took out of plant mode and cleared codes...system started working... test drove and airsystem operating per design.... REFER TO TECH STORY

(RO) Technical Notes:

CUSTOMER STATES REAR AIR SUSPENSION IS STUCK FULLY INFLATED

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES REAR AIR SUSPENSION IS STUCK FULLY INFLATED CUSTOMER STATES VEHICLE TOWED IN ONLY HAS REVERSE

(Claim) Cause:

[redacted] PAYLOAD LIMIT EXCEEDED FOUND THE ASCM GOING ON AND OFF LINE... LOOSING C THE K1 CLUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE TRANSFER FOR LO OMMUNICATIONS.. UNHOOKED [redacted] BATTERY'S... LET SIT FOR [redacted].. HOOKED BACK U WER GEARS 1, 2, 3 AND 4 P BATTERY'S AND THE ASCM CAME BACK UP AND STAYED ONLINE.. THEN CHECKED AND M ODULE WAS IN PLANT MODE

(Claim) Correction:

REPLACE SUB-ASSEMBLY K1 CLUTCH / INPUT SHAFT TOOK OUT OF PLANT MODE AND CLEARED CODES... SYSTEM STARTED WORKING... TEST DRO VE AND AIR SYSTEM OPERATING PER DESIGN...

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] MEGA 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]	[redacted]**let**		[redacted]**rt**		[redacted].00	**Total Paid** [redacted]

Dealer Information

Code	[redacted]	**Name**	COURTESY [redacted]
Address	9207 E ADAMO DR , TAMPA, FL 33619		

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	1324.87	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	BOLT	6		25.99	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68456960AA	[redacted]				
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	RACE	1		36.64	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		39.35	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68254056AB	HUB	1		370.03	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253772AA	[redacted]	1		38.63	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	BOLT	4		29.96	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	BOLT	4		29.96	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	GREASE	1		60.83	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		12.91	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		12.54	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	O-RING	1		33.03	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68085955AA	WASHER	1		8.75	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	RACE	1		41.70	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	RACE	1		43.86	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68253816AA	RACE	1		30.69	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269548AA	[redacted]			[redacted].25	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269549AA	RACE	1		17.06	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269550AA	[redacted]				
A	[redacted]	[redacted] DEF equipped pick-up only			05189966AD	FLUID AFT	6		92.06	[redacted]
A	[redacted]	Transmission ; [redacted] equipped			05189966AD	FLUID AFT	6		92.06	[redacted]

		[redacted] 4x4 pick-up only								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68254056AB	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			06506497AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			05019061AB	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68269569AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68244579AA	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269550AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253770AA	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269569AA	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		187.72	$628.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		36.64	$628.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		39.35	$628.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		12.54	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		33.03	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		8.75	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		16.25	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		17.06	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		17.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		25.99	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		187.72	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		39.35	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		370.03	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		38.63	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	1		12.54	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O-RING	1		33.03	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		41.70	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		43.86	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		30.69	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		16.25	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		17.06	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		17.24	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	6		92.06	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	6		92.06	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer was driving along and heard a loud pop from the transmission. Truck would not go forward and only goes into reverse.] [redacted] Alignment Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Service Rental

(RO) Cause:

The K1 clutch snap ring dislodged, resulting in loss of torque transfer for lower gears 1, 2, 3 and 4 sop .

(RO) Correction:

k1 Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] equipped Transmission, Remove and install for recondition - [redacted] Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition - [redacted] shaft equipped [redacted] Alignment [redacted] alignment ADJUST TO FACTORY SPECS sop Recall / Customer Satisfaction Notification1 Service Rental Service Loaner COURTESY TRANSPORTATION PROGRAM MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER WAS DRIVING ALONG AND HEARD A LOUD POP FROM THE TRANSMISSION. TRUCK WOULD NOT GO FORWARD AND ONLY GOES INTO REVERSE

(Claim) Cause:

THE K1 CLUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE TRANSFER FOR L OWER GEARS 1, 2, 3 AND 4

(Claim) Correction:

SUB-ASSEMBLY([redacted] SKILLED)2 - TRANSMISSION ANDTRANSFER CASE4.6 HRS.OPTI ONAL LOPS:LABOR OPERATION NO: LABOR DESCRIPTIONSKILL CATEGORYLABOR TIME21-00[redacted]62TWO [redacted] PROPELLER SHAFT EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAN D TRANSFER CASE0.2 [redacted] PLATE EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE0.3 [redacted] EQUIPMENT [redacted] 4X4 PICK-UP ONLY([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE0.6 [redacted] EQUIPPED([redacted] SKILLED)2 -

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] CAB CHASSIS [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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

[redacted]	***Name***	ROUTE 18 [redacted]	[redacted]
Address	400 [redacted], EAST BRUNSWICK, NJ 08816		

Condition Information

Condition [redacted]		***Desc*** [redacted]	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Safety Recall [redacted] Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	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]
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]-DODGE INC	***Zone***	[redacted] NEW YORK
Address	1461 FARMINGTON AVENUE , BRISTOL, CT 06010				

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Engine/Transmission/Powertrain Control Module	3W	WIRES CUT BY BOLT/SCREW						[redacted]
A	[redacted]	Towing								

RO Narratives

(RO) Customer Concern:

Concern #1 [Customer States vehicle went into limp mode going up and incline, and will not go out of [redacted] gear] Tow-In

(RO) Cause:

Tow Vehicle to Shop

(RO) Correction:

Repair wiring to transmission, reassemble vehicle, clear codes and road test. Tow Vehicle to Shop

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WENT INTO LIMP MODE GOING UP AND INCLINE, AND WILL NOT GO OUT OF [redacted]

(Claim) Cause:

MIL IS ON AND VEHICLE IS IN TRANSMISSION LIMP IN MODE. SCAN FOR CODES, TCM ACT IVE [redacted]. FOLLOW DIAGNOSTIC SHEET, INSPECT [redacted] TRANSMISSION SOLEN OID/RELAY CONNECTORS, NO DAMAGE, CORROSION AND ALL TERMINALS HAVE GOOD DRAG. CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS OPEN CIRCUIT. PARTIALLY REMOVE HARNE SS AND INSPECT FOR WIRING DAMAGE, FOUND A BROKEN WIRE IN MIDDLE OF HARNESS. REPAIR BREAK AND REASSEMBLE VEHICLE.

(Claim) Correction:

REPAIR WIRING TO TRANSMISSION, REASSEMBLE VEHICLE, CLEAR CODES AND ROAD TEST.

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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	[redacted]	

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	***Quantity***	[redacted] ***Failed***	***Expense***	***Expense***
A	[redacted]	Fuse, Trailer Tow Lighting	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FUSE	1	X	[redacted]	
A	[redacted]	Fuse, Trailer Tow Lighting	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FUSE	[redacted]			
A	[redacted]	Fuse ; Exterior Lighting Systems SEE [redacted]			[redacted]	FUSE	1	X	2.41	$29.90
A	[redacted]	Fuse ; Exterior Lighting Systems SEE [redacted]			[redacted]	FUSE	1		4.47	$29.90
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FUSE	1	X	2.41	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FUSE	1		4.47	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] INSPECTION PERFORM DTC INSPECTION RECALL ELECTRICAL / NON PCM FLASHES CONCERN

(RO) Cause:

Tested [redacted] connector and found left turn and

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]

(RO) Technical Notes:

FUSES [redacted] AND [redacted] OPEN

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TURN SIGNALS INOP WHEN TOWING SOMETHING

(Claim) Cause:

TESTED [redacted] CONNECTOR AND FOUND LEFT TURN AND TRAILER MARKER LIGHTS [redacted]. CHECKED PDC AND FOUND [redacted] AND [redacted] OPEN

(Claim) Correction:

REPLACED [redacted] [redacted] AND [redacted] AND TESTED OPERATION ALL OPERATIONS OF [redacted] CONNECT OR WORKING CORRECTLY

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$2,023.73	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
[redacted]	[redacted]		

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		58.79	$69.81
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		120.20	$69.81
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		357.64	$69.81
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		181.44	$69.81
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		58.79	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1280.54	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		181.44	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	GREASE	1		58.79	$535.21

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1 [redacted]	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		357.64	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		181.44	[redacted]

RO Narratives

(RO) Customer Concern:

customer states that the truck will no go into

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE TRUCK WILL NO GO INTO REVERSE OR PARK

(Claim) Cause:

VERIFIED CONCERN- VEHICLE WILL GO IN REVERSE BUT WILL NOT MOVE IN FORWARD DIRE CTION. RETRIEVED CODE [redacted] SHIFT INCORRECT RATIO ALONG WITH SOME AB S CODES THAT STATE TO DIAGNOSE TCM CODES FIRST. SEE ATTACHED SCAN REPORT. IN SPECTED THE [redacted] AND [redacted] ON [redacted] OF THE [redacted] CONNECTOR AND FOUND NO OPEN, OR SHORT CONCERNS. REMOVED TRANSMISSION PAN TO INSPECT VALVE BODY AND FOUND ABNORMAL AMOUNT

(Claim) Correction:

OIL PAN FOR A VEHICLE WITH [redacted]. FOUND KI SNAPRING DISLODGED CAUSING NO DRIV E. R&R TRANSMISSION K1 ASSY. R&R K1 [redacted] TESTED VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

[redacted]	[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]	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
Address	, ,		

Condition Information

Condition		Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		42.79	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] RING	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		67.39	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		14.30	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		8.20	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		36.59	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		44.69	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		9.70	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		46.19	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		48.59	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		33.99	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1467.78	$94.40
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		409.94	$94.40
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	[redacted]	1		42.79	$188.80
[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted] RING	1		12.50	$188.80

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			05019061AB	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254056AB	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	SNAP RING	1		12.50	$31.47

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	BOLT	4		33.20	$31.47
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	GREASE	1		67.39	$31.47
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			68253814AA	RACE	1		46.19	$31.47
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			68253815AA	RACE	1		48.59	$31.47
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

		/ Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	1467.78	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		207.97	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		409.94	[redacted]
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	[redacted]	[redacted]		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	BOLT	[redacted]		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	GREASE	[redacted]		[redacted]	
A	[redacted]0	[redacted]; [redacted]			[redacted]	[redacted]	1		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	[redacted]	1		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	[redacted]	1		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	[redacted]	[redacted]		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	[redacted]	1		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	[redacted]	[redacted]		[redacted]	
A	[redacted]0	[redacted]; [redacted]			[redacted]	[redacted]	[redacted]		[redacted]	
A	[redacted]	[redacted]; [redacted]			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	[redacted]	[redacted]		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	HUB	1		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	[redacted]	[redacted]		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	BEA[redacted]	[redacted]		[redacted]	
A	[redacted]0	[redacted]r ; [redacted]			[redacted]	HUB	1		409.94	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	BEA[redacted]	1		42.79	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	SNAP RING	1		12.50	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	[redacted]		[redacted]	
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		67.39	[redacted]

A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		14.30	[redacted]
A	[redacted]	[redacted] High [redacted]			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	O-[redacted]	1		36.59	[redacted]
A	[redacted]	[redacted] High [redacted]			[redacted]	GASKET	1		44.69	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		9.70	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	RACE	1		48.59	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	CLUTCHKIT	1	X	1467.78	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	HUB	1		207.97	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	RACE	1		40.59	[redacted]
A	[redacted]	[redacted] High [redacted]			[redacted]	BEA[redacted]	1		43.59	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	HUB	1		409.94	[redacted]
B	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	2.00	[redacted]
C	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMERS STATES DRIVING ON HWY VEHICLE MADE A HARD SHIFT AN D SLAMMING NOISE RPM JUMPED [redacted] AND VEHICLE HAD NO PO WER VEHICLE DOESW NOT ENGAGE GEARS AT ALL CHECK AND ADVISE (Automatic Transmission Concern) [redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START (RSU 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST. NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE: THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOU [redacted] USE ([redacted] MAX OF [redacted]) RECEIVE SERVICE RELATED PORMOTIONS THROUGHOUT THE YEAR FCA Warranty to pay $..... per day for rental TECH FOUND [redacted] UPDATE

(RO) Cause:

TECH VERIFIED CUSTOMER CONCERN FOUN[redacted].A. INSEPECTED [redacted] INPUT CLUTCH ASSEMBELY TECH REPLACED STARTER NUT RECOMMENDED RENTAL RRT

(RO) Correction:

TECH REPLACED CLUTCH ASSEMBLY VEHICLE IS OPERATING AS DESIGNED. RECALL COMPLETE. PARTS NOT AVAILABLE. INSPECTION COMPLETE...SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? RENTAL COMPLETE [redacted] UPDATED [redacted]-05-RT

(RO) Technical Notes:

ORDER [redacted] PART [redacted] ORDE[redacted] DELIVERED 0[redacted]

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMERS STATES DRIVING ON HWY VEHICLE MADE A HARD SHIFT AN D SLAMMING NOISE [redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START (RSU 1) TECH FOUND [redacted] UPDATE CUSTOMERS STATES DRIVING ON HWY VEHICLE MADE A HARD SHIFT AN D SLAMMING NOISE CUSTOMERS STATES DRIVING ON HWY VEHICLE MADE A HARD SHIFT AN D SLAMMING NOISE CUSTOMERS STATES DRIVING ON HWY VEHICLE MADE A HARD SHIFT AN D SLAMMING NOISE

(Claim) Cause:

RRT TECH REPLACED STARTER [redacted] VERIFIED CUSTOMER CONCERN FOUN[redacted].A. [redacted] VERIFIED CUSTOMER CONCERN FOUN[redacted].A. [redacted] VERIFIED CUSTOMER CONCERN FOUN[redacted].A. [redacted] VERIFIED CUSTOMER CONCERN FOUN[redacted].A. [redacted]D K1

(Claim) Correction:

COMPLETE [redacted] UPDATE[redacted]-RT RECALL COMPLETE. TECH REPLACED CLUTCH ASSEMBLY VEHICLE IS OPERATING AS DESIGNED. TECH REPLACED CLUTCH ASSEMBLY VEHICLE IS OPERATING AS DESIGNED. TECH REPLACED CLUTCH ASSEMBLY VEHICLE IS OPERATING AS DESIGNED. TECH REPLACED CLUTCH ASSEMBLY VEHICLE IS OPERATING AS DESIGNED.

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**	$2,907.66	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	12430 AUTO DR , CLARKSVILLE, MD 21029				

Condition Information

Condition		Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	SNAP RING	1		12.40	$252.97
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	GREASE	1		66.85	$252.97
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted]	1		36.30	$252.97
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	GASKET	1		44.33	$252.97
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	RACE	1		45.82	$252.97
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68254056AB	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]		1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BEA[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BEA[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269569AA	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	1		14.18	$42.16
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ;			[redacted]	SEAL [redacted]	1		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		36.30	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		44.33	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			06509166AA	BOLT	8		65.86	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		67.44	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		40.27	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		42.45	$42.16
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

		Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	[redacted]
B	[redacted]	Module, Transmission [redacted] (TCM) ; Module, Transmission [redacted] (TCM) - Reprogram,	CC	SENDING UNITS/SENSORS						[redacted]

		Includes Quicklearn Routine								

RO Narratives

(RO) Customer Concern:

Customer States TRANSMISSION WILL NOT SHIFT (Automatic Trans mission Concern)

(RO) Cause:

ACTIVE [redacted] FOUND INTERNAL K1 CLUTCH FAILURE SNAP RING FALLEN OUT

(RO) Correction:

PER [redacted] R&R AISIN AS69RC AND REPLACED K1 CLUTCH AND INPUT SHAFT ASSEMBLE AND NECESSARY THRUST BEARINGS AND SEALS AFTER REFILLING FLUID FLASHED TCM TO LATEST SOFTWARE TSB [redacted] AND PERFORM QUICK LEARN AND TEST DRIVE OPERATION AS DESIGNED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States TRANSMISSION WILL NOT SHIFT (Automatic Trans mission Concern) Customer States TRANSMISSION WILL NOT SHIFT (Automatic Trans mission Concern) Customer States TRANSMISSION WILL NOT SHIFT (Automatic Trans mission Concern)

(Claim) Cause:

ACTIVE [redacted] FOUND INTERNAL K1 CLUTCH FAILURE SNAP RING FALLEN OUT ACTIVE [redacted] FOUND INTERNAL K1 CLUTCH FAILURE SNAP RING FALLEN OUT ACTIVE [redacted] FOUND INTERNAL K1 CLUTCH FAILURE SNAP RING FALLEN OUT ACTIVE [redacted] FOUND INTERNAL K1 CLUTCH FAILURE SNAP RING FALLEN OUT

(Claim) Correction:

PER [redacted] R&R AISIN AS69RC AND REPLACED K1 CLUTCH AND INPUT SHAFT ASSE PE[redacted] R&R AISIN AS69RC AND REPLACED [redacted] CLUTCH AND INPUT SHAFT ASSE PER [redacted] R&R AISIN AS69RC AND REPLACED K1 CLUTCH AND INPUT SHAFT ASSE PER [redacted] R&R AISIN AS69RC AND REPLACED [redacted] CLUTCH AND INPUT SHAFT ASSE

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]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	JOHN VANCE MOTORS INC	[redacted]	[redacted]
[redacted]	I-35 & GUTHRIE , GUTHRIE, OK 73044				

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		124.89	$161.44
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		124.89	$161.44
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			06511777AA	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68244638AA	GASKET	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1198.33	$161.44
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68456960AA	HUB	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		34.94	$161.44
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				O-RING	1		29.88	$161.44
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GASKET	1		48.81	$161.44
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	9		124.89	$40.36

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		124.89	$618.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		124.89	$618.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		23.51	$618.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	BEARING	1		34.94	$618.84

		[redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]/AS69RC ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68244579AA	O-RING	1		29.88	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		48.81	[redacted]

RO Narratives

(RO) Customer Concern:

C/S THE VEHICLE WILL NOT MOVE MOPA[redacted] VECHICLE CHECK UP

(RO) Cause:

.

(RO) Correction:

[redacted] INSPECTEDAND FOUND THAT THERE IS NO FORWARD ENGAGEMENTFROM THE TRANSMISSION. THERE ARE NO DTCSPRESENT.FOUN[redacted] FOR THE [redacted]SNAP RING FAILURE.REMOVED THE TRANSMISSIONFOR INSPECTION. FOUND THAT THE [redacted] SNAPRING FAILED AND DAMAGED OCCURRED TO THE HUBAND THE [redacted]. REPLACED THE HUB AND [redacted] ASSEMBLY ALONG WITH GASKETS ANDRE-INSTALLED IN THE VEHICLE AND FILLED WITHNEW FLUID AND PERFORMED QUICK LEARN AND ATTHIS TIME THE VEHICLE IS OPERATING ASDESIGNED [redacted] REPLACEMENT 4 X 4 EQUIPPED TRANS REPAIR CANT CLAIM DIAG ON A [redacted] LOP [redacted] REPLACEMENT 4 X 4 EQUIPPED TRANS REPAIR OPERATION DIAGNOSTIC [redacted] ALL WAS INSPECTED AND AT THIS TIME THEVEHICLE IS IN GOOD CONDITION MOPAR [redacted] VECHICLE CHECK UP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE VEHICLE WILL NOT MOVE

(Claim) Cause:

INSPECTED AND FOUND THAT THERE IS NO FORWARD ENGAGEMENT FROM THE TRANSMISSION. THERE ARE NO DTCS PRESENT.FOUN[redacted] FOR THE [redacted] SNAP RING F AILURE.REMOVED THE TRANSMISSION FOR INSPECTION. FOUND THAT THE [redacted] SNA P RING FAILED AND DAMAGED OCCURRED TO THE HUB AND TH[redacted] [redacted]. REPLACED TH E HUB AND [redacted] ASSEMBLY ALONG WITH GASKETS AND RE-INSTALLED IN THE VEHI CLE AND FILLED WITH NEW FLUID AND PERFORMED QUICK LEARN AND AT THIS TIME THE VEHICLE IS OPERATING AS DESIGNED

(Claim) Correction:

INSPECTED AND FOUND THAT THERE IS NO FORWARD ENGAGEMENT FROM THE TRANSMISSION. THERE ARE NO DTCS PRESENT.FOUN[redacted] FOR THE [redacted] SNAP RING F AILURE.REMOVED THE TRANSMISSION FOR INSPECTION. FOUND THAT THE [redacted] SNA P RING FAILED AND DAMAGED OCCURRED TO THE HUB AND TH[redacted] [redacted]. REPLACED TH E HUB AND [redacted] ASSEMBLY ALONG WITH GASKETS AND RE-INSTALLED IN THE VEHI CLE AND FILLED WITH NEW FLUID AND PERFORMED QUICK LEARN AND AT THIS TIME THE VEHICLE IS OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**		**Zone**	51 [redacted]
[redacted]					

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense [redacted]
[redacted]		[redacted] ([redacted]) ; [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	CAB	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	[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

[redacted]	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	3505 CHESTER BOULEVARD , RICHMOND, IN 47374				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				CLUTCHKIT	1	X	1027.60	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BODY ASSY	1		1883.00	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				WIRING	1		368.20	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		107.10	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	3		35.70	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68456960AA	HUB	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BEARING	1		30.52	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				HUB	1		287.00	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		29.96	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEA[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	6		[redacted]		
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WIRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	6		20.16	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1	145.60	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		23.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		5.74	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		25.62	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		34.02	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		23.80	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		95.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		20.16	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	9		[redacted]	[redacted]

A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	3		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	6		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	HUB	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	RACE	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BEARING	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	HUB	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BEARING	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SNAP RING	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GREASE	2		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SEAL RING	4		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SEAL RING	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	O-RING	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	WASHER	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	RACE	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	RACE	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	RACE	1		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	8		[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	6		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1	X	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	9		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	3		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted]			[redacted]	RACE	1		[redacted]

		(3 - Highly Skilled)								
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				BEARING	1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				HUB	1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				BEARING	1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)					1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				BOLT	4			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				BOLT	4			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				GREASE	2			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				SEAL RING	4			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				SEAL RING	1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				O-RING	1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				GASKET	1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				WASHER	1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				RACE	1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				RACE	1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				RACE	1			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				FLUID AFT	8			
A		Body ; body - Replace - Aisin (3 - Highly Skilled)				BOLT	6			
A		Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)				CLUTCHKIT	1	X		

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]	WIRING	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	3		[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]	HUB	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BEARING	1		29.96	$41.26
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SNAP RING	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		23.24	$41.26
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GREASE	2		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		31.29	$41.26
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT DIAGNOSIS

(RO) Cause:

VERIFIED SHIFTING CONCERNS. VEHICLE WILL NOT MOVE

(RO) Correction:

[redacted]; [redacted] - O-RING-SKID PLATE EQUIPPED VEHICLES; [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL IS ON AND FEELS LIKE ITS STUCK IN A HIGHER [redacted], CLUNKING IN [redacted] ALSO. CH ECK AND ADVISE

(Claim) Cause:

VERIFIED SHIFTING CONCERNS. VEHICLE WILL NOT MOVE FORWARD BUT ONLY MOVES IN RE VERSE. HAS CODES ACTIVE FOR [redacted] [redacted] 1 SHIFT INCORRCT RATIO AND [redacted]- [redacted] INCORRECT RATIO. DIAGNOSED PER SERVICE INFORMATION PIN POINT TEST AND D ETERMINED FAILED TRANSMISSION VALVE BODY AND INTERNAL WIRING HARNESS PER TES T 45 OF CHART FOR [redacted]. ALL CIRCUITS BETWEEN TCM AND VALVE BODY SOLENOIDS TE ST OKAY.

(Claim) Correction:

REPLACED TRANSMISISON VALVE BODY AND INTERNAL WIRING HARNESS AND REFILLED FLUI D. NO FORWARD ENGAGEMENT PROBLEM STILL PERSISTS WITH NO CHANGE. DIAGNOSIS CH ART NOW REQUIRES TRANSMISSION REPLACEMENT AT THIS POINT. SERVICE BULLETIN FO R TRANSMISSION REPAIR WAS DEVELOPED WHILE WAITING FOR TRANSMISSION [redacted] TO B E RELEASED. REMOVED TRANSMISSION AND REPLACED K1 CLUTCH INPUT SHAFT SUB ASSE MBLY. ALSO REPLACED DAMAGED K1 CLUTCH HUB AND K2 CLUTCH HUB AND RELATED PART S ALL PER [redacted]. PERFORMED CLUTCH QUICKLEARN FUNCTION WITH SCAN TOOL . TEST DROVE TO VERIFY CORRECTION.

Warranty Claim Report

Vehicle Information

[redacted]	[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	F - Service Contract	***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			***Failure***	***Failure Desc***	[redacted]					
					Number	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Maintenance Interval - [redacted] ; To be used [redacted]	MC	MAINTENANCE CARE						[redacted]
[redacted]		Maintenance Allowance ; Fixed Cost Maintenance								[redacted]
A	[redacted]	Maintenance Allowance ; TIRE ROTATION								[redacted]

RO Narratives

(RO) Customer Concern:

RECALL MULTI-POINT INSPECTION / VEHICLE WALK-AROUND OIL AND FILTER CHANGE [redacted] EXPRESS TIRE ROTATION CHRYSLER SERVICE CONTRACT

(RO) Cause:

NA

(RO) Correction:

[redacted] DIESELS-

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**	HELFMAN DODGE INC	[redacted]	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Maintenance Interval - [redacted] ; To be used [redacted] Intervals	MC	MAINTENANCE CARE					[redacted]
[redacted]		Maintenance Allowance ; Fixed Cost Maintenance							[redacted]
A	[redacted]	Maintenance Allowance ; TIRE ROTATION							[redacted]

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) (Rotate tires) [redacted] rotate (WHEELS)

(RO) Cause:

CUSTOMER REQUESTED REQUESTED/RECOMMENDED DUE TO MILEAGE

(RO) Correction:

PERFORMED OIL CHANGE TOPPED OFF FLUIDS PERFORMED TIRE ROTATION FILLED [redacted] TQ WHEEL @[redacted] PREFORMED [redacted] ROTATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on g

(Claim) Cause:

CUSTOMER REQUESTED

(Claim) Correction:

PERFORMED OIL CHANGE TOPPED OFF FLUIDS

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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	DEMONTROND AUTO COUNTRY INC	**Zone**	63 [redacted]
Address	888 IH 45 SOUTH , CONROE, TX 77304				

Condition Information

Condition [redacted]	Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	[redacted] Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		56.69	$259.62
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1	X	1234.81	$259.62
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		128.70	$259.62
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	4		57.20	$259.62
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		56.69	$43.27
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	1234.81	$43.27
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		128.70	$43.27

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		56.69	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		55.85	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

C/S TRANSMISSION WILL NOT PULL---WHEN PUT IN FORWARD OR REVERSE VEHICLE WILL NOT MOVE --- TOWED

(RO) Cause:

E

(RO) Correction:

[redacted], [redacted], [redacted]-60600 verified customer concern found dtc setP0731-00 - Gear 1 Shift Incorrect Ratioactive. accessed removed two piece propellershaft and transfer case as well as frontdrive shaft and removed transmissiondisassembled found k1 clutch assembly snapring was dislodged ordered all required partsfollowing bulletin [redacted] REV. A . go allparts reassembled transmission and checkedall clearances and torque to spec installedall removed parts in reverse order andrefilled transmission with [redacted] oftransmission fluid test quick learnedtransmission and test drove [redacted] verifiedfluid level was correct after test drive aswell. returned vehicle to customer Automatic Transmission Concern AUTO TRANS REAR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S TRANSMISSION WILL NOT PULL---WHEN PUT IN FORWARD OR REVERSE VEHICLE WILL NOT MOVE --- TOWED

(Claim) Cause:

VERIFIED CUSTOMER CONCERN FOUN[redacted] GEAR 1 SHIFT INCORRECT RA TIO ACTIVE. ACCESSED REMOVED [redacted] PROPELLER SHAFT AND TRANSFER CASE AS W ELL AS FRONT DRIVE SHAFT AND REMOVED

[redacted] DISASSEMBLED FOUND K1 CLUTC H ASSEMBLY SNAP RING WAS DISLODGED

(Claim) Correction:

GO ALL PARTS REASSEMBLED [redacted] AND CHECKED ALL CLEARANCES AND TORQUE T O SPEC INSTALLED ALL REMOVED PARTS IN REVERSE ORDER AND REFILLED TRANSMISSIO N WITH [redacted] OF [redacted] FLUID TEST QUICK LEARNED [redacted] AND TE ST DROVE [redacted] VERIFIED FLUID LEVEL WAS CORRECT AFTER TEST DRIVE AS WELL. RETURNED VEHICLE TO CUSTOMER

Warranty Claim Report

Vehicle Information

[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	K[redacted] CHRYSLER DODGE LLC	**Zone**	66[redacted]
Address	950 HIGHWAY 66 SOUTH , [redacted], NC 27284				

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	[redacted] Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		125.49	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C/AS69RC ; Two piece propeller shaft equipped			[redacted]	BOLT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	[redacted]		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	[redacted]		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	GREASE	[redacted]		[redacted]	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

C/S THE VEHICLE WILL JUST REV UP AND NOT GO,WILL GO IN REVER SE CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS

(RO) Cause:

INSPECTED AND CONFIRMED CUSTOMER CONCERN, REMOVED TRANSMISSION AND K1 SNAP RING HAD BECOME DISLODGED. FOUND [redacted] RELATED TO SNAP RING AND K1 CLUTCH PACK REPLACEMENT

(RO) Correction:

REMOVED TRANSMISSION, PERFORED RRT REPLACEMENT OF K1 CLUTCH DRUM, SNAP RING, ALL ASSOCIATED GASKETS, SEALS, AND FLUIDS, PERFORMED TCM UPDATE. TEST DROVE, WORKING AS DESIGNED AT THIS TIME COMPLETED-SEE ATTACHED COPY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE VEHICLE WILL JUST REV UP AND NOT GO,WILL GO IN REVER | | SE

(Claim) Cause:

INSPECTED AND CONFIRMED CUSTOMER CONCERN, REMOVED | | TRANSMISSION AND K1 SNAP RING HAD BECOME DISLODGED. FOUND | | [redacted] RELATED TO SNAP RING AND K1 CLUTCH | | PACK REPLACEMENT

(Claim) Correction:

REMOVED TRANSMISSION, PERFORED RRT REPLACEMENT OF K1 | | CLUTCH DRUM, SNAP RING, ALL ASSOCIATED GASKETS, SEALS, | | AND FLUIDS, PERFORMED TCM UPDATE. TEST DROVE, WORKING | | AS DESIGNED AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$5,178.12	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	9		126.59	[redacted]
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	5		70.33	[redacted]
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	1	X	1173.15	[redacted]
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	SNAP RING	1		9.99	[redacted]
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	GREASE	1		53.86	[redacted]
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		11.43	[redacted]
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	DISC	5		364.41	[redacted]
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]				[redacted]
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		[redacted]	
[redacted]		Module, Transmission Control ([redacted]) - Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		[redacted]	

A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]				[redacted]	
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]				[redacted]	
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted]	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PLATE	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]				[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]				[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	FLUID AFT	9		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	[redacted]KIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	SNAP RING	1		9.99	$893.90
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	GREASE	1		53.86	$893.90
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	[redacted]RING	1		11.43	$893.90
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	[redacted]	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	PLATE	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]		1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]		1		32.29	$893.90
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	GASKET	1		40.12	$893.90
B	[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans			[redacted]	MODULE	1		[redacted]	
B	[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans			[redacted]	BODY ASSY	1	X	[redacted]	
B	[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted]			[redacted]	FLUID AFT	9		122.27	$61.65

		Auto Trans								
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	MODULE	1		[redacted]	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	2149.71	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	9		122.27	[redacted]
B	[redacted]	Valve Body ; Valve body - Replace - [redacted] C (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	MODULE	1		[redacted]	[redacted]
B	[redacted]	Valve Body ; Valve body - Replace - [redacted] C (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	BODY ASSY	1	X	2149.71	[redacted]
B	[redacted]	Valve Body ; Valve body - Replace - [redacted] C (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	FLUID AFT	9		122.27	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer Statesvehicle will not go into any gear] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Transmission shifting harshly

(RO) Cause:

TRANSMISSION WOULD NOT MOVE, WITH DTC'S [redacted] ,MUD WASPACK UNDER ENTIRE TRUCK FRONT TO BACK E NO INOF ON THIS RECALL AT THIS TIME TRANSMISSION WAS NOTSHIFTING CORRECTLY WITH NO DTC'S

(RO) Correction:

[redacted] TRANSMISSION WOULD NOT MOVE, WITH DTC'S[redacted] ,MUD WAS PACK UNDER ENTIRE TRUCKFRONT TO BACK [redacted] DOWN LOADED SCAN REPORTS,AND CONFIGURATION REPORT, REMOVEDTRANSMISSION, DID A COMPLETE DISASSEMBLY ,CLEANED AND INSPECTED [redacted], MADE A STARTCASE [redacted], STAR SAID TO REPLACE C1CLUTCH ASSEMBLE AND D[redacted], K3CLUTCHES WERE BURNT AND WITH PROBLEM FOUNDWITH K3 [redacted]. REASSEMBLE[redacted] IN THETRANSMISSION CASE, REINSTALLED THETRANSMISSION. UPDATED TCM [redacted] REV ALOP [redacted] FROM [redacted] TO AC,PERFORMED QUICK LEARN AND TEST DROVE,TRANSMISSION WAS SLAMMING INTO [redacted] UPSHIFTS AND DOWN SHIFTS, WITH NO DTC'S,REPLACED VALVE BODY AND REPLACED TCM,REPROGRAMMED TCM AND DONE ANOTHER QUICKLEARN, TRANSMISSION NOW SHIFTED CORRECTLY INALL GEARS Transmission, Remove and install for recondition - [redacted] Complete Reconditioning of Transmission (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] Remove and install for recondition (3 - Highly Skilled) Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skille MULTI POINT INSPECTION [redacted] NO INOF ON THIS RECALL AT THIS TIME 0 Recall / Customer Satisfaction Notification1 [Safety Recall [redacted]- Intake Air Grid Heater Relay **] [redacted] TRANSMISSION WAS NOT SHIFTING CORRECTLYWITH NO DTC'S [redacted] TRANSMISSION WAS SLAMMINGINTO [redacted] UP SHIFTS AND DOWN SHIFTS,WITH NO DTC'S, REPLACED VALVE BODY ANDREPLACED TCM, REPROGRAMMED TCM AND DONEANOTHER QUICK LEARN, TRANSM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER REPAIRS VEHICLE IS SLAMMING INTO GEAR WITH UP SHIFT AND DOWN SHIFT VEHICLE WILL NOT GO INTO ANY GEAR

(Claim) Cause:

INTERNAL FAILURE VALVE BODY VALVE BODY AND TRANSMISSION CONTROL MODULE

(Claim) Correction:

DOWN LOADED SCAN REPORTS, AND CONFIGURATION REPORT, REMOVED TRANSMISSION, DID TRANSMISSION WAS SLAMMING INTO [redacted] UP SHIFTS AND DOWN SHIFTS, WITH NO DT A COMPLETE DISASSEMBLY , CLEANED AND INSPECTED [redacted], MADE A START CASE C'S, REPLACED VALVE BODY AND REPLACED TCM, REPROGRAMMED TCM AND DONE ANOTHER QUICK LEARN, TRANSMISSION NOW SHIFTED CORRECTLY IN ALL GEARS [redacted], STAR SAID TO REPLACE C1 CLUTCH ASSEMBLE AND DO [redacted], K3 CLUTCHES WERE BURNT AND WITH PROBLEM FOUND WITH K3 [redacted], REASSEMBLED [redacted] IN THE TRANSMISSION CASE, REINSTALLED THE TRANSMISSION. UPDATED TCM TS B [redacted] [redacted] FROM [redacted] TO AC, PERFORMED QUICK LEA RN AND TEST DROVE, TRANSMISSION WAS SLAMMING INTO [redacted] UP SHIFTS AND DO WN SHIFTS, WITH NO DTC'S,

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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	70 [redacted]
Address	1724 HILTON DR , ST GEORGE, UT 84770				

Condition Information

Condition	[redacted]		Failure	Failure	[redacted]	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1	X	1027.60	$50.69
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	2		96.46	$50.69
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1027.60	$76.04
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	21000169	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		96.46	$76.04
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		96.46	$152.08
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	2		96.46	$25.35
[redacted]		Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	[redacted] T	1	X	[redacted]	

		[redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		20.16	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM OPEN RECALL # TRANSMISSION/TRANSFER CASE MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN GOING UP A HILL LOST POWER REVERSE UP AND WONT GO FORWARD

(Claim) Cause:

SCANNED VEHICLE FOUND CODE [redacted]. PERFORMED TRANSMISSION DIAGNOSTIC AND DETERM INED K1 CLUTCH HAS FAILED AS EXPLAINED IN BULLETIN [redacted].

(Claim) Correction:

REMOVED TRANSMISSION AND REPLACED K1 CLUTCH ASSEMBLY. INSTALLED TRANSMISSION A ND FILLED WITH FLUID. UPDATED [redacted] SOFTWARE FROM [redacted] TO AC. CLEARED CO DES. PERFORMED QUICK LEARN AND DRIVE VERIFICATION.

Warranty Claim Report

Vehicle Information

[redacted]	[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	$1,588.59	Sublet	[redacted]	Part	[redacted]	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
[redacted]	[redacted]		

Condition Information

Condition [redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition	[redacted]	GASKET	[redacted]		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition	[redacted]	GASKET	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition	[redacted]	FLUID AFT	6		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ;	[redacted]	[redacted]	1		[redacted]	[redacted]

		Remove and install for recondition								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		42.69	$576.08
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	WASHER	1		8.52	$576.08
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	4		29.16	$576.08
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	4		29.16	$576.08
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		35.66	$576.08

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		16.07	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		10.01	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		16.78	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		16.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		15.81	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		29.87	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		42.69	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		42.69	[redacted]

		of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		8.52	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		39.26	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		7.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		12.56	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GREASE	1		59.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP RING	1		10.98	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		37.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		360.14	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		38.30	[redacted]

		of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		35.66	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		182.71	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLUTCHKIT	1	X	1289.49	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection 1 Hour Appointment [CUSTOMER STATESTHE VEHICLE WAS DRIVING UP HILL ANDTHEN LOSS POWER AND WOULDNT GO [redacted] PLEASE ADVISE] PERFORM SYNTHETIC DIESEL LUBE AND OIL FILTER SERVICE WITH INSPECTION GREEN REPAIR ORDER PROCESSING AND STORAGE FEE

(RO) Cause:

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(RO) Correction:

Multi-point inspection MULTI POINT VEHICLE INSPECTIO [redacted] verified concern. scanned cel andfound [redacted]. load test wiring at valve bodyconnector and passed. checked for TSB andfound [redacted] REV.A. removedtransmission and pto and put trans mission ontear down bench. removed torque converterbell housing removed oil pump and got down tok1 snap ring. found k1 snap ring popped outof k1 clutch basket also found damage to k1clutch basket causing the snap ring to popoff. also found damage to k2 clutch hub.replaced k1 clutch hub. replaced k1 thrustbearing [redacted] and bearing. replaced k2clutch hub and all the thrust bearings andraces. replaced all seals and replaced oilpump seals. re-assembled transmission and putback into vehicle. topped off with fluid andre-learned trans. test drove vehicle toverify repair. no further concerns at thistime. 1 Hour Appointment [redacted] completed PERFORM SYNTHETIC DIESEL LUBE AND OIL FILTER SERVICE WITH INSPECTION DOCU GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE MISC. SHOP CHARGES

(RO) Technical Notes:

CODE [redacted] SNAP RING POPPED OUT

GCS Narratives

(Claim) Customer Concern:

1 HOUR APPOINTMENT [CUSTOMER STATES THE VEHICLE WAS DRIVING UP HILL AND THEN L OSS POWER AND WOULDNT GO [redacted] PLEASE ADVISE]

(Claim) Cause:

[redacted] SNAP RING POPPED OUT

(Claim) Correction:

VERIFIED CONCERN. SCANNED CEL AND FOUN[redacted]. LOAD TEST WIRING AT VALVE BODY CONNECTOR AND PASSED. CHECKED FOR TSB AND FOUN[redacted] REV.A. REMOVED TRANSMISSION AND PTO AND PUT TRANS MISSION ON TEAR DOWN BENCH. REMOVED TORQ UE CONVERTER BELL HOUSING REMOVED OIL PUMP AND GOT DOWN TO K1 SNAP RING. FOUND K1 SNAP RING POPPED OUT OF K1 CLUTCH BASKET ALSO FOUND DAMAGE TO K1 CLUTCH BASKET CAUSING THE SNAP RING TO POP OFF. ALSO FOUND DAMAGE TO K2 CLUTCH HUB. REPLACED K1 CLUTCH HUB. REPLACED K1 THRUST BEARING [redacted] AND BEARING. RE PLACED K2 CLUTCH HUB AND ALL THE THRUST BEARINGS AND RACES. REPLACED [redacted] AND REPLACED OIL PUMP SEALS. RE- ASSEMBLED TRANSMISSION AND PUT BACK INTO VE HICLE. TOPPED OFF WITH FLUID AND RE-LEARNED TRANS. TEST DROVE VEHICLE TO VER IFY REPAIR. NO FURTHER CONCERNS AT THIS TIME.

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]	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code [redacted]	**Name** [redacted]
Address	4330 N INTERSTATE 35 , GAINESVILLE, TX 76240

Condition Information

Condition [redacted]	Failure [redacted]	Failure [redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted] Transmission : [redacted] equipped pick-up only		[redacted]	CLUTCHKIT	1	X	1199.14	$98.09
[redacted] Transmission : [redacted] equipped pick-up only		[redacted]	BOLT	6		23.53	$98.09
[redacted] Transmission : [redacted] equipped pick-up only		[redacted]	[redacted] AFT	9		124.98	$98.09
[redacted] Transmission : [redacted] equipped pick-up only		[redacted]	[redacted] AFT	6		83.32	$98.09
[redacted] Transmission : [redacted] equipped pick-up only		[redacted]	[redacted] C [redacted]	1		37.74	$98.09
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	CLUTCHKIT	1	X	1199.14	$196.18
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	BOLT	[redacted]			
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted] AFT	9		124.98	$196.18
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted] AFT	6		83.32	$196.18
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	[redacted] C [redacted]	1		[redacted]	
[redacted] Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped		[redacted]	CLUTCHKIT	1	X	1199.14	$49.04
[redacted] Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped		[redacted]	BOLT	6		23.53	$49.04
[redacted] Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped		[redacted]	[redacted] AFT	9		124.98	$49.04
[redacted] Transmission, Remove and install for recondition -		[redacted]	[redacted] AFT	6		83.32	$49.04

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		124.98	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted] GRID HEATER RELAY CUSTOMER STATES TRUCK LOST ALL FORWARD MOTION. CUSTOMER STATES PLACED TRUCK IN REVERSE AND BACK IN DRIVE AND WAS ABLE TO NURSE TRUCK IN. CUSTOMER STATES TRANS MAKES A LOUD CLUNK AND HARSH BUMP WHEN ENGAGING DRIVE GEAR. CUSTOMER STATES WHEN NURSING IT, TRUCK FELT SLUGGISH AND SEVERELY UNDERPOWERED. CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE. PERFORM MOPAR MULTIPOINT INSPECTION REPLACE TRANSMISSION FILTERS WHILE REBUILDING TRANSMISSION ON LINE 2.

(RO) Cause:

OPEN RECALL ON VIP TRANS WILL NOT MOVE IN FORWARD GEARS BILL TO SERVICE PER SERVICE MANAGER.

(RO) Correction:

NO PARTS REPAIR TRANS AS PE[redacted] REPLACE INPUT CLUTCH QUICK LEARN AND TEST DROVE [redacted] COMPLETE REPLACE TRANS FILTERS AS PER CUST REQUEST

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK LOST ALL FORWARD MOTION. CUSTOMER STATES PLACED TRUCK I N REVERSE AND BACK IN DRIVE AND WAS ABLE TO NURSE TRUCK IN. CUSTOMER STATES T RANS MAKES A LOUD CLUNK AND HARSH BUMP WHEN ENGAGING DRIVE GEAR. CUSTOMER ST ATES WHEN NURSING IT, TRUCK FELT SLUGGISH AND SEVERELY UNDERPOWERED. CHECK EN GINE LIGHT IS ON. CHECK AND ADVISE.

(Claim) Cause:

TRANS WILL NOT MOVE IN FORWARD GEARS

(Claim) Correction:

REPAIR TRANS AS PE[redacted] REPLACE INPUT CLUTCH QUICK LEARN AND TEST D ROVE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	[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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]		[redacted]	**Failure Code**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
[redacted]		Maintenance Interval - [redacted]; To be used	MC	MAINTENANCE CARE						[redacted]
[redacted]		Maintenance Allowance ; Fixed Cost Maintenance								[redacted]
A	[redacted]	Maintenance Allowance ; TIRE ROTATION								[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL SYSTEM DIAGNOSIS RECALL MULTI-POINT INSPECTION / VEHICLE WALK-AROUND FUEL FILTER OIL AND FILTER CHANGE [redacted] EXPRESS AIR FILTER CHANGE EXPRESS TIRE ROTATION

(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]	**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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	2701 BENTON RD , BOSSIER CITY, LA 71111				

Condition Information

Condition			Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		30.54	$29.41
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		60.54	$29.41
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		25.87	$29.41
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1318.[redacted]	$29.41
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		185.67	$29.41
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]D	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Automatic Transmission Concern [Customer States THE TRANSMISSION ONLY PULLS IN REVERSE] Multi-point inspection (according to maintenance interval)

(RO) Cause:

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(RO) Correction:

no parts NO WORK DONE AT THIS TIME k1 snap ring came loose damaged piston sealburnt clutches installed k1 clutch assemblyfilled performed quick learn test drove Automatic Transmission Concern TRANSMISSION CONCERN Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISSION ONLY PULLS IN REVERSE

(Claim) Cause:

K1 SNAP RING CAME LOOSE DAMAGED PISTON SEAL BURNT CLUTCHES

(Claim) Correction:

INSTALLED [redacted] CLUTCH ASSEMBLY FILLED PERFORMED QUICK LEARN TEST DROVE

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

Expense

Labor	[redacted]	***Sublet***	$64.25	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	WESTBURY JEEP CHRYSLER DODGE, INC.	***Zone***	[redacted]
Address	928 JERICHO TPKE , WESTBURY, NY 11590				

Condition Information

Condition	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] NO INSPECTION NEEDED

(RO) Cause:

[redacted]

(RO) Correction:

[redacted] performed recall [redacted]. removed andinstalled intake air grid heater relay Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) NO INSPECTION 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] 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**	HAGANS D-C-P MOTORS INC	[redacted]	[redacted]
Address	401 BUILDERS LANE , MORRILTON, AR 72110				

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68456960AA	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		29.96	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SNAP RING	1		8.75	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		28.42	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		30.52	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	

		/ Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		6.79	$444.13
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		[redacted]	

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		287.00	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		[redacted]	
A	[redacted]	[redacted] High Line			[redacted]	[redacted]	1		8.75	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	[redacted] High Line			[redacted]	[redacted]	1		3.78	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		47.18	[redacted]
A	[redacted]	[redacted] High Line			[redacted]	[redacted]	1		10.01	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O-RING	1		25.62	[redacted]
A	[redacted]	[redacted] High Line			[redacted]	GASKET	1		31.29	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	WASHER	1		[redacted]	
A	[redacted]	[redacted] High Line			[redacted]	FLUID AFT	8		95.20	[redacted]

RO Narratives

(RO) Customer Concern:
LABOR CHARGES LABOR CHARGES LABOR CHARGES

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
TRUCK HAS LOST DRIVE, WILL ONLY MOVE IN REVERSE

(Claim) Cause:
[redacted] CLUTCH [redacted]

(Claim) Correction:
REPLACED K1 CLUTCH ASSEMBLY AND TESTED OPERATION

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	$1,368.69	**Sublet**	$1,144.22	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	70 [redacted]
Address	1724 HILTON DR , ST GEORGE, UT 84770				

Condition Information

Condition	[redacted]		Failure	Failure	[redacted]	Part Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Transmission)			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Transmission)			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Transmission)			[redacted]	FLUID AFT	2		96.46	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	2		96.46	[redacted]
[redacted]		Transmission · equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission · equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	$76.04
[redacted]		Transmission · equipped pick-up only			[redacted]	FLUID AFT	2		96.46	$76.04
[redacted]		Transmission, Remove and install for recondition - ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - ; 4X4 equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - C ; equipped			[redacted]	FLUID AFT	2		96.46	$152.08
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]			[redacted]	

		[redacted] C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

MISC. OPERATIONS MISC. OPERATIONS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION WILL NOT MOVE TRANSMISSION MADE A LOUD BANG NOISE

(Claim) Cause:

PERFORMED TRANSMISSION DIAGNOSTIC. SCANNED VEHICLE AND FOUND [redacted] AND [redacted]. CHECKED FLUID LEVEL AND CONDITION. FLUID OK. DETERMINED [redacted] CLUTCH HAS FAILED.

(Claim) Correction:

REMOVED TRANSMISSION AND DISASSEMBLED. REPLACED K1 CLUTCH AS INSTRUCTED IN BUL LETIN [redacted]. INSTALLED TRANS AND FILLED WITH FLUID. UPDATED TCM FROM [redacted] TO AB. PCM FROM [redacted] TO AI. CLEARED CODES, PERFORMED QUICK LEA RN AND DRIVE VERIFICATION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] 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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	BUTLER CHRYSLER DODGE JEEP, INC.	[redacted]	[redacted]
Address	1555 SALEM RD , BEAUFORT, SC 29902				

Condition Information

Condition [redacted]		***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***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	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Powertrain Control Module **] Automatic Transmission Concern [Customer States check engine lightcame on while in stop and go traffic then the truck had very little acceleration. Pulled over and put vehicle into park but indicator did not show it was in park.] CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK & ADVISE [Vehicle alsohas a 4wd inop warning light on. Vehicle clunks going into gear but it is not moving] Multi-point inspection (according to maintenance interval)

(RO) Cause:

F F F F

(RO) Correction:

Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Powertrain Control Module**] PERFORM OPEN RECAL[redacted]6 r/r valve body and wiring harnessstill wont move. per slow chart if the DTCreturns after replacing the valve body andinternal transmission wire harness, replacethe transmission control module (TCM) and theTransmission assembly in accordance with theservice information. per flow for codesattached replace assy and tcm r/r trans andTCM test drove no issues Automatic Transmission Concern [Customer States check engine light came on while in stop and go traffic then the truck had very little acceleration. Pulled overand put vehicle into parkbut indicator did not show it was in park.] AUTO TRANSMISSION CUSTOMER STATES TRANS FLUID LEAKING CUSTOMER STATES NO REVERSE CUSTOMER STATES NO OVERDRIVE CUSTOMERSTATES NO UPSHIFT CUSTOMER STATES BURNING ODOR WHILE DRIVING CUSTOMER STATES NOISE IN TRANSMISSION CUSTOMER STATES TRANSMISSION SLIPS CUSTOMER STATESVEHICLE SHUDDERS WHEN SHIFTING AUTO TRANSMISSION [redacted] see job b CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK& ADVISE [Vehicle also has a 4wd inop warning light on. Vehicle clunks going into gear but it isnot moving] CUSTOMER STATES CHECK ENGINE LIGHT ON CUSTOMER STATES SES LIGHT ON Multi-point inspection (according to maintenanceinterval) CUSTOMER REQUESTS A FREE 16 POINT FIVE STAR INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES CHECK ENGINE LIGHT CAME ON WHILE IN STOP AND GO TRAFFIC THEN THE TRUCK HAD VERY LITTLE ACCELERATION. PULLED OVER AND PUT VEHICLE INTO PAR K BUT INDICATOR DID NOT SHOW IT WAS IN PARK

(Claim) Cause:

R/R VALVE BODY AND WIRING HARNESS STILL WONT MOVE. PER SLOW CHART IF THE DTC RETURNS AFTER REPLACING THE VALVE BODY AND INTERNAL TRANSMISSION WIRE HARNESS , REPLACE THE TRANSMISSION CONTROL MODULE [redacted]) AND THE TRANSMISSION ASSEMBLY IN ACCORDANCE WITH THE SERVICE INFORMATION. PER FLOW FOR CODES ATTACHED REPL ACE ASSY AND [redacted] R/R TRANS AND [redacted] TEST DROVE NO ISSUES

(Claim) Correction:

R/R VALVE BODY AND WIRING HARNESS STILL WONT MOVE. PER SLOW CHART IF THE DTC RETURNS AFTER REPLACING THE VALVE BODY AND INTERNAL TRANSMISSION WIRE HARNESS , REPLACE THE TRANSMISSION CONTROL MODULE [redacted]) AND THE TRANSMISSION ASSEMBLY IN ACCORDANCE WITH THE SERVICE INFORMATION. PER FLOW FOR CODES ATTACHED REPL ACE ASSY AND [redacted] R/R TRANS AND [redacted] TEST DROVE NO ISSUES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 LARAMIE 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]	**[redacted]let**	[redacted]	**[redacted]rt**	[redacted]00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	GANLEY DODGE INC	**Zone**	42	[redacted]	
Address	123 BROADWAY AVENUE , BEDFORD, OH 44146						

Condition Information

Condition Code		[redacted]Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	1266.15	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	6		24.84	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68456960AA	[redacted]			79.40	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		35.02	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253770AA	BEARING	1		37.61	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	HUB	1		353.63	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BEARING	1		36.92	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269568AB	[redacted]RING	1		10.78	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		39.85	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		41.92	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		29.33	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GREASE	1		58.13	[redacted]
[redacted]		[redacted] pick-up only			[redacted]	[redacted]	4		49.34	[redacted]
[redacted]		[redacted] pick-up only			[redacted]	[redacted]	1		7.07	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	O-RING	1		31.57	[redacted]
[redacted]		[redacted] pick-up only			05189966AD	FLUID AFT	6		87.98	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	6		87.98	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GASKET	1		38.55	[redacted]
[redacted]		[redacted] pick-up only			68085955AA	WASHER	2		16.73	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06509166AA	BOLT	4		28.64	[redacted]
A	21000A01	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	1266.15	$469.33

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	WASHER	2		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	HUB	1		179.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete	[redacted]	BROKEN OR CRACKED	[redacted]	GREASE	1		[redacted]	

		Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	SEAL RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	WASHER	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	HUB	1		[redacted]	[redacted]

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			06509166AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	6		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68456960AA	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted] RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68019782AA	[redacted] RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	4		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] is not moving found input clutch snapring that has come out of the clutch hubreplaced hub and shaft with updated snap ring

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE TOWING THEY WERE GOING ON THE ON RAMP AND VEHICLE SLAMME D INTO GEAR AND MULTIPLE LIGHTS CAME UP ON DASH

(Claim) Cause:

FOUND VEHICLE IS NOT MOVING, FOUND INPUT CLUTCH SNAP RING THAT HAS CAME OUT OF CLUTCH HUB, FOUND TRANS CONCERN

(Claim) Correction:

PERFORMED THE REMOVAL AND REINSTALL OF THE TRANSMISSIONM REPLACED HUB AND SHAF T WITH UPDATED SNAP RING.

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	***Name***	[redacted]
Address	1468 SAVANNAH HIGHWAY , CHARLESTON, SC 29407		

Condition Information

Condition [redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

customer states vehicle stalled out and would not restart when pulling out of gas station [redacted] INSPECTION

(RO) Cause:

Vehicle will not move in drive. Transmission slipping and fluid severely burnt. COMPLEMENTARY INSPECTION

(RO) Correction:

Replaced transmission and flushed transmission cooler and lines [redacted] PERFORM [redacted] COMPLEMENTARY INSPECTION

(RO) Technical Notes:

TRANSMISSION SLIPPING AND FLUID SEVERELY BURNT. RKSHEET , BACKORDER INFORMATION WHICH SHOWS WHEN TRANSMISSION HAS BEEN ORDERED.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE STALLED OUT AND WOULD NOT RESTART WHEN PULLING OUT OF GAS STATION

(Claim) Cause:

VEHICLE WILL NOT MOVE IN DRIVE. TRANSMISSION SLIPPING AND FLUID SEVERELY BURN T.

(Claim) Correction:

REPLACED TRANSMISSION AND FLUSHED TRANSMISSION COOLER AND LINES [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	[redacted] - [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	$1,881.28	Part	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
[redacted]	[redacted]		

Condition Information

Condition	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped		[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped		[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped		[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped		[redacted]	[redacted] T	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped		[redacted]	FLUID AFT	9		122.40	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped		[redacted]	FLUID AFT	2		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped		[redacted]	HUB	1		328.00	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped		[redacted]	HUB	1		166.40	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped		[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped		[redacted]	BOLT	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition -		[redacted]	[redacted]			[redacted]	

		[redacted] C ; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		122.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	2		27.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1	ZZ	SERVICE ACTION	[redacted]	HUB	1		166.40	[redacted]

		Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
B	0891[redacted]	Fuel-Air-Urea Delivery/Injection System	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM RECALL# INFORMATION ONLY INFORMATION ONLY INFORMATION ONLY LUBE OIL FILTER CHANGE FOR DIESEL ENGINE

(RO) Cause:

c/s trans only has Rev, check out only has rev c/s cel is on check out found fault [redacted]00

(RO) Correction:

[redacted] changed oil & filter

(RO) Technical Notes:

FOUND PIN CIRCUIT OPEN CIRCUIT N SEE ATTACHMENT FOR DIAG AND REPAIR

GCS Narratives

(Claim) Customer Concern:

C/S CEL ON TRANS QUIT PULLING

(Claim) Cause:

SEE ATTACHMENT FOR DIAG AND REPAIR

(Claim) Correction:

REPAIRED NOX SENSOR WIRING COUPLE IN FROM SENSOR CONNECTOR REPLACED K1 INPUT ASSEMBLY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	BUTLER CHRYSLER DODGE JEEP, INC.	**Zone**	66 [redacted]
Address	1555 SALEM RD , BEAUFORT, SC 29902				

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	WIRING	1		478.16	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BODY ASSY	1		2445.34	$54.99
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	WIRING	1		478.16	$54.99
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	GASKET	[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]	MODULE	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002762	Transmission, Replace - automatic ; [redacted]			[redacted]	BODY ASSY	1		2445.34	$27.49

		propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	WIRING	1		478.16	$27.49
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		125.27	$27.49
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	$27.49
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	GASKET	1		54.36	$82.48
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	MODULE	1		727.24	$82.48
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	[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	2		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Powertrain Control Module **] Automatic Transmission Concern [Customer States check engine lightcame on while in stop and go traffic then the truck had very little acceleration. Pulled over and put vehicle into park but indicator did not show it was in park.] CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK & ADVISE [Vehicle alsohas a 4wd inop warning light on. Vehicle clunks going into gear but it is not moving] Multi-point inspection (according to maintenance interval)

(RO) Cause:

F F F F

(RO) Correction:

Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Powertrain Control Module**] PERFORM OPEN RECAL[redacted]6 r/r valve body and wiring harnessstill wont move. per slow chart if the DTCreturns after replacing the valve body andinternal transmission wire harness, replacethe transmission control module ([redacted]) and theTransmission assembly in accordance with theservice information. per flow for codesattached replace assy and tcm r/r trans an[redacted]M test drove no issues Automatic Transmission Concern [Customer States check engine light came on while in stop and go traffic then the truck had very little acceleration. Pulled overand put vehicle into parkbut indicator did not show it was in park.] AUTO TRANSMISSION CUSTOMER STATES TRANS FLUID LEAKING CUSTOMER STATES NO REVERSE CUSTOMER STATES NO OVERDRIVE CUSTOMERSTATES NO UPSHIFT CUSTOMER STATES BURNING ODOR WHILE DRIVING CUSTOMER STATES NOISE IN TRANSMISSION CUSTOMER STATES TRANSMISSION SLIPS CUSTOMER STATESVEHICLE SHUDDERS WHEN SHIFTING AUTO TRANSMISSION [redacted] see job b CUSTOMER STATES CHECK ENGINE LIGHT IS ON, CHECK& ADVISE [Vehicle also has a [redacted] warning light on. Vehicle clunks going into gear but it isnot moving] CUSTOMER STATES CHECK ENGINE LIGHT ON CUSTOMER STATES SES LIGHT ON Multi-point inspection (according to maintenanceinterval) CUSTOMER REQUESTS A FREE 16 POINT [redacted] INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES CHECK ENGINE LIGHT CAME ON WHILE IN STOP AND GO TRAFFIC THEN THE TRUCK HAD VERY LITTLE ACCELERATION. PULLED OVER AND PUT VEHICLE INTO PAR K BUT INDICATOR DID NOT SHOW IT WAS IN PARK

(Claim) Cause:

R/R VALVE BODY AND WIRING HARNESS STILL WONT MOVE. PER SLOW CHART IF THE DTC RETURNS AFTER REPLACING THE VALVE BODY AND INTERNAL TRANSMISSION WIRE HARNESS , REPLACE THE TRANSMISSION CONTROL MODULE[redacted]) AND THE TRANSMISSION ASSEMBLY IN ACCORDANCE WITH THE SERVICE INFORMATION. PER FLOW FOR CODES ATTACHED REPL ACE ASSY AND [redacted] R/R TRANS AND [redacted] TEST DROVE NO ISSUES

(Claim) Correction:

R/R VALVE BODY AND WIRING HARNESS STILL WONT MOVE. PER SLOW CHART IF THE DTC RETURNS AFTER REPLACING THE VALVE BODY AND INTERNAL TRANSMISSION WIRE HARNESS , REPLACE THE TRANSMISSION CONTROL MODULE[redacted]) AND THE TRANSMISSION ASSEMBLY IN ACCORDANCE WITH THE SERVICE INFORMATION. PER FLOW FOR CODES ATTACHED REPL ACE ASSY AND [redacted] R/R TRANS AND [redacted] TEST DROVE NO ISSUES

Warranty Claim Report

Vehicle Information

[redacted]	[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	$6,371.30	[redacted]	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
[redacted]	1700 SOUTHEAST EVANGELINE HIGHWAY , LAFAYETTE, LA 70508		

Condition Information

Condition		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]	Module, Transmission Control ; 6.7 liter diesel w/ [redacted] Auto Trans			[redacted]	BODY ASSY	1		2550.79	[redacted]
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans			[redacted]	FLUID AFT	3		[redacted]	
[redacted]	Module, Transmission Control ; 6.7 liter diesel w/ [redacted] Auto Trans				FLUID AFT	2		[redacted]	
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans			[redacted]	[redacted]				[redacted]
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans				[redacted]	1		[redacted]	
[redacted]	Module, Transmission Control ; 6.7 liter diesel w/ [redacted] Auto Trans				[redacted]	2		[redacted]	
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans				BOLT	[redacted]			
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans				[redacted]				[redacted]
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans				[redacted]			[redacted]	
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans				CLUTCHKIT	1	X	[redacted]	
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans			[redacted]	[redacted]			[redacted]	
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans			[redacted]	[redacted]			[redacted]	
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Auto Trans				BEARING	[redacted]			
[redacted]	Module, Transmission Control ; 6.7 liter diesel w/ [redacted] Auto Trans				HUB	1		388.78	[redacted]
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted]			[redacted]	[redacted]G	[redacted]			

		[redacted]								
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted]mission Control ; [redacted] diesel w/ [redacted] [redacted] [redacted]			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	2		[redacted]	
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	MODULE	1		[redacted]	
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEA[redacted]	1		[redacted]	[redacted]
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	[redacted]mission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	[redacted]

A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68445748AA	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			05189966AD	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269638AA	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269654AA	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	SNAP [redacted]	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	4		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68085955AA	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			06509166AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68446166AA	MODULE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269568AB	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			68019782AA	SEAL RING	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BODY ASSY	1		2550.79	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	2		18.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		31.48	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	6		27.31	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BEARING	1		41.34	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		7.78	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	O-RING	1		34.71	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GASKET	1		42.39	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	RACE	1		32.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	[redacted]	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		31.48	$612.63
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		63.91	$612.63
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	WASHER	2		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	RACE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	RACE	1		[redacted]	[redacted]

A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	RACE	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	3		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	2		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	[redacted]	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	[redacted]	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	WASHER	2		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BOLT	4		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	MODULE	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1	X	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BEA[redacted]	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	SNAP [redacted]	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	SEAL [redacted]	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	SEAL [redacted]	1		[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin			[redacted]	O-[redacted]	1		[redacted]

		[redacted] (3 - Highly Skilled)								
A		[redacted] Body ; [redacted] body - [redacted] (3 - Highly Skilled)				GASKET	1		[redacted]	
A		[redacted] Body ; [redacted] body - [redacted] (3 - Highly Skilled)				RACE	[redacted]			
A		[redacted] Body ; [redacted] body - [redacted] (3 - Highly Skilled)				RACE	1		[redacted]	
A		[redacted] Body ; [redacted] body - [redacted] (3 - Highly Skilled)				BEARING	[redacted]			
A		[redacted] Body ; [redacted] body - [redacted] (3 - Highly Skilled)				BOLT	[redacted]			
A		[redacted] Body ; [redacted] body - [redacted] (3 - Highly Skilled)				GREASE	[redacted]			
A		[redacted] Body ; [redacted] body - [redacted] (3 - Highly Skilled)				RACE	1		43.81	$93.23
A		[redacted] Body ; [redacted] body - [redacted] (3 - Highly Skilled)				RACE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CHECK TRANSMISSION [CUSTOMER STATESTHERE IS NO POWER IN DRIVE. YOU CANREV THE ENGINE AND IT WILL SLOWLY MOVE FORWARD. WHEN YOU LET OFF THE GAS THERE IS A HARSH JERKING FEELING. SOMETIMES THERE ARE ERRORSOF 4WD ERROR] after valve body installation the truck has very low pulling power. [redacted] Ram Heavy Duty Grid Heater Relay

(RO) Cause:

CHECK TRANSMISSION PERFORM RECALL

(RO) Correction:

[redacted] Customer concern, no power in drive; [redacted] issued out a recall on the snap ringin the K1 clutch. After tear down andrebuild, vehicle is drivable but still shiftshard in [redacted] and [redacted]. did all re-learnsand cleared all stored codes. Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] equipped Transmission, Remove and install for recondition - [redacted] Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition - [redacted] propeller shaft equipped [redacted] Issue corrected with completion ofline A. CHECK TRANSMISSION [redacted] Recall [redacted]; completed recall [redacted] asper service library. Labor Ops. [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NO POWER IN DRIVE. CAN REV NGINE AND IT WILL SLOWLY MOVE FORWARD. WHEN YOU LET OFF THERE IS A HARSH JERKING FEELING. SOMETIMES THERE ARE ERRORS OF [redacted] ERR OR.

(Claim) Cause:

UPON TEARDOWN TO DEFECTIVE SNAP RING IN THE [redacted] PACK, FOUND A BUNCH OF SLIVERS OF AN ORING. AFTER FURTHER TEARDOWN, FOUN[redacted] BALANCE PIST ON ORING DAMAGED. PISTONS WERE GROUND IN THE BEARING SURFACES, METAL AND RU BBER PIECES FOUND IN VALVE BODY.

(Claim) Correction:

REPLACED REPLACED CLUTCH KIT AS PER [redacted], DUE TO DAMAGE FROM DEBRIS R EPLACED PISTONS AND VALVE BODY.

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [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]	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	ACADIANA DODGE INCORPORATED	**Zone** [redacted]
Address	1700 SOUTHEAST EVANGELINE HIGHWAY , LAFAYETTE, LA 70508		

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CHECK TRANSMISSION [CUSTOMER STATESTHERE IS NO POWER IN DRIVE. YOU CANREV THE ENGINE AND IT WILL SLOWLY MOVE FORWARD. WHEN YOU LET OFF THE GAS THERE IS A HARSH JERKING FEELING. SOMETIMES THERE ARE ERRORSOF 4WD ERROR] after valve body installation the truck has very low pulling power. [redacted] Ram Heavy Duty Grid Heater Relay

(RO) Cause:

CHECK TRANSMISSION PERFORM RECALL

(RO) Correction:

[redacted] Customer concern, no power in drive; [redacted] issued out a recall on the snap ringin the K1 clutch. After tear down andrebuild, vehicle is drivable but still shiftshard in [redacted] and [redacted]. did all re-learnsand cleared all stored codes. Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] 4X4 equipped Transmission, Remove and install for recondition - [redacted] Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition - [redacted] propeller shaft equipped [redacted] Issue corrected with completion ofline A. CHECK TRANSMISSION [redacted] Recall [redacted]; completed recall [redacted] asper service library. Labor Ops. [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NO POWER IN DRIVE. CAN REV NGINE AND IT WILL SLOWLY MOVE FORWARD. WHEN YOU LET OFF THERE IS A HARSH JERKING FEELING. SOMETIMES THERE ARE ERRORS OF 4WD ERR OR.

(Claim) Cause:

UPON TEARDOWN TO DEFECTIVE SNAP RING IN THE [redacted], FOUND A BUNCH OF SLIVERS OF AN ORING. AFTER FURTHER TEARDOWN, FOUN[redacted] BALANCE PIST ON ORING DAMAGED. PISTONS WERE GROUND IN THE BEARING SURFACES, METAL AND RU BBER PIECES FOUND IN VALVE BODY.

(Claim) Correction:

REPLACED REPLACED CLUTCH KIT AS PER [redacted], DUE TO DAMAGE FROM DEBRIS R EPLACED PISTONS AND VALVE BODY.

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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] DODGE	[redacted]	[redacted]
Address	100B FEDERAL ROAD , [redacted], CT 06810				

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	1373.39	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FLUID AFT	8		127.23	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted], STICKS, OR SEIZED	[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted], STICKS, OR SEIZED	[redacted]	BEARING	1		[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of	[redacted]	[redacted], STICKS, OR SEIZED	[redacted]	[redacted]			[redacted]	

		Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253772AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		31.81	$32.88

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	8		127.23	[redacted]

RO Narratives

(RO) Customer Concern:

MOPAR EXPRESS LANE INSPECTION YOU CONSENT TO RECEIVE TEXTS FROM US IN YOUR CELL MISC REPAIRS

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS VEHICLE IS NOT SHIFTING

(Claim) Cause:

TECH VERIFIED CONCERN, TECH SCANNED FOR CODES AND FOUN[redacted] AND [redacted], LOOKED FOR ANY [redacted] AND FOUND [redacted], AS PER [redacted] TECH REMOVED TRANSFER CASE AND DRIVE SHAFT IN ORDER TO REMOVE TRANSMISSION DRAINED AND REMOVED TRANSMISSIO N, DISASSEMBLED AND INSPECTED TRASNMISSION INTERNALS PER [redacted]. [redacted] REQUIRES R EPLACEMENT OF K1 CLUTCH ASSEMBLY DUE TO FAILED SNAP RING.

(Claim) Correction:

TECH REPLACED K1 CLUTCH ASSEMBLY AS NEEDED AND ASSOCIATED BEARINGS AND RACES, REASSEMBLED AND REINSTALLED TRANSMISSION AND PER [redacted] REPLACED TORQUE CONVERT ER BOLTS, REINSTALLED TRANSMISSION, TRANSFER CASE, AND DRIVE SHAFT, FILLED T RANSMISSION WITH NEW FLUID, PERFORMED QUICK LEARN PROCEDURE, ROAD TESTED, RE PAIRS VERIFED BY SHOP FOREMEN, COMPLETE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$422.43	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	[redacted]	[redacted]

Condition Information

[redacted]	[redacted]		**Failure**	**Failure**	[redacted]	[redacted]				
						Name	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Cover, front seat cushion ; Bucket seat-Right or left	[redacted]	WRINKLED	[redacted]	COVER	1	[redacted]	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES DRIVERS SEAT BOTTOM COVER DOES NOT FIT CORRECTLY AND IS WRINKLED CUSTOMER STATES RADIO HAS BEEN CUTTING IN AND OUT HAPPENED F OR ABOUT A [redacted] BUT NOW IS OK [redacted] Concern)

(RO) Cause:

COMPLIMENTARY INSPECTION OF AREAS OUTLINED ON SEPERATE INSPECTION FORM PROVIDED BY YOUR SERVICE ADVISOR. REMOVED DRIVERS SEAT, REMOVED AND REPLACED WRINKLED SEAT CUSSION COVER REINSTALLED DRIVERS SEAT. PERFORMED AIRBAG VERIFICATION CHECKED FOR RADIO UPDATES, [redacted] SERVICE BULLITENS, NO UPDATES AVAILABLE, EVERYTHING FUNCTIONING CORRECTLY AT THIS TIME IF ISSUE CONTINUES OR WORSENS HAVE CUSTOMER REACH OUT TO HAVE RECHECKED

(RO) Correction:

COMPLETED REPLACMENT OF CUSSION COVER NO PROBEM FOUND

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S DRIVERS SEAT CUSHION BOTTOM IS WRINKLED

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN. UPON INSPECTION FOUND THAT THE SEAT CUSHION COVER WAS SECURED BUT WRINKLED

(Claim) Correction:
REMOVED AND REPLACED SEAT COVER.

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**	$2,102.56	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] CHRYSLER DODGE JEEP	**Zone**	[redacted]
Address	31400 AUTO CENTER DRIVE , [redacted], CA 92530				

Condition Information

Condition	[redacted]	Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	HUB	1		389.40	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	1394.23	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	HUB	1		389.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Shock Absorber/Strut, Front ; [redacted] Left	[redacted]	LEAKS	68451098AB	ABSBR KIT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM MULTI POINT INSPECTION AND SET TIRE PRESSURES. CUSTOMER STATES [redacted] & 4 HARSH SHIFT CHECK AND ADVISE CUSTOMER STATES WHINES OUT AND WILL NOT SHIFT CHECK AND ADVISE UPON INSPECTION TECH FOUND THE LEFT FRONT SHOCK LEAKIN OIL

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT ON AND WILL NOT ENGAGE DRIVE. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND APPLICABL[redacted], AND [redacted] A WHICH IS RELATED TO THE VEHICLE'S CONCERN. ACCESSED THE DIAGNOSTIC PORT AND PERFORME[redacted] FIND ACTIVE [redacted]. PERFORMED [redacted] UPDATE. FOUND THE TRANSAXLE TRANSMISSION ASSEMBLY IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE TRANSAXLE TRANSMISSION ASSEMBLY IS SLIPPING DUE TO THE [redacted] CLUTCH SNAP RING IS DISLODGED, RESULTING IN ADDITIONAL FAILURES OF THE K2 HUB DAMAGE. CONCERN DISCOVERED DURING VEHICLE INSPECTION LEFT FRONT SHOCK LEAKING. PERFORMED A VISUAL INSPECTION AND FOUND SHOCK LEAKING OIL. FOUND THE LEFT FRONT SHOCK ABSORBER IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE LEFT FRONT SHOCK ABSORBER IS LEAKING.

(RO) Correction:

PERFORMED MULTI POINT INSPECTION AND DOCUMENTED TIRE PSI SEE REPORT CARD REMOVED TH[redacted] TO GAIN ACCESS TO THE TRANSAXLE TRANSMISSION ASSEMBLY. BENCH MOUNTED TRANSMISSION FOR DISASSEMBLY. FOUND K1 CLUTCH DISLODGED CAUSING DAMAGE TO K2 HUB. REMOVED AND REPLACED K2 HUB ASSEMBLY, [redacted] CLUTCH ASSEMBLY WITH NEW SEALS, AND REINSTALLED PUMP WITH NEW GASKET AND SEAL. REASSEMBLED VEHICLE. CHECKED AND SET THE TRANSMISSION FLUID TO THE CORRECT LEVEL WITH [redacted]. CLEARED ALL DIAGNOSTIC TROUBLE [redacted]S. PERFORMED A QUICK LEARN PROCEDURE. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS. ACCESSED, REMOVED AND REPLACED THE LEFT FRONT SHOCK ABSORBER. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES [redacted] & 4 HARSH SHIFT CHECK AND ADVISE UPON INSPECTION TECH FOUND THE LEFT FRONT SHOCK LEAKIN OIL

(Claim) Cause:

CONCERN DISCOVERED DURING VEHICLE INSPECTION LEFT FRONT SHOCK LEAKING. PERFORM VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT ON AND WILL NOT ENGAGE D ED A VISUAL INSPECTION AND FOUND SHOCK LEAKING OIL. FOUND THE LEFT FRONT SHO RIVE. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, R APID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND APPL CK ABSORBER IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE LEFT FRON ICABLE [redacted], AND [redacted] A WHICH IS RELATED TO THE VEHICLE'S T SHOCK ABSORBER IS LEAKING. CONCERN. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED [redacted] FIND ACTIVE [redacted]. PERFORMED [redacted] UPDATE. FOUND THE TRANSAXLE TRANSMISSION ASSEMBL Y IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE TRANSAXLE TRANSMISS ION ASSEMBLY IS SLIPPING DUE TO THE [redacted] CLUTCH SNAP RING IS DISLODGED, RESULT ING IN ADDITIONAL FAILURES OF THE K2 HUB DAMAGE.

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE LEFT FRONT SHOCK ABSORBER. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS. REMOVED THE [redacted] TO GAIN ACCESS TO THE TRANSAXLE TRANSMISSION ASSEMBL Y. BENCH MOUNTED TRANSMISSION FOR DISASSEMBLY. FOUND [redacted] CLUTCH DISLODGED CAU SING DAMAGE TO K2 HUB. REMOVED AND REPLACED K2 HUB ASSEMBLY, [redacted] CLUTCH ASSEM BLY WITH NEW SEALS, AND REINSTALLED PUMP WITH NEW GASKET AND SEAL. REASSEMBL ED VEHICLE. CHECKED AND SET THE TRANSMISSION FLUID TO THE CORRECT LEVEL WITH [redacted] CLEARED ALL DIAGNOSTIC TROUBLE [redacted]S. PERFORMED A QUICK L EARN PROCEDURE. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [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**	$1,512.03	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SZOTT M-59 DODGE, LLC	[redacted]	[redacted]
Address	2565 HIGHLAND , HIGHLAND, MI 48357				

Condition Information

Condition [redacted]	[redacted]	Failure [redacted]	Failure [redacted]	[redacted] Number	Part Name	[redacted] Quantity	Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$88.43
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	O-RING	1		32.19	$88.43
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		39.31	$88.43
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		74.75	$88.43
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	5		74.75	$88.43
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	O-RING	1		32.19	$176.86
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		39.31	$176.86
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		74.75	$176.86
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		74.75	$176.86
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	O-RING	1		32.19	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	GASKET	1		39.31	[redacted]
[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	5		74.75	[redacted]

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		39.31	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Automatic Transmission Concern [TRUCK ONLY GOES IN REVERSE.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

k 1 input shaft assembly failed

(RO) Correction:

Recall / Customer Satisfaction Notification1 Inspect for/and perform any applicable open recalls while the vehicle is infor service [redacted] 1 input shaft assembly failedscanned has [redacted] performed tsb 21-002-23removed tras removed front pump replaced thek1 clutch /input shaft assembly reassemblytrans [redacted] 4.6 [redacted] 0.2 [redacted] 0.321000169 0.6 [redacted] 1.2 Automatic Transmission Concern TRANSMISSION CONCERN LAKESIDE TOW IN VEHICLE TOW IN FOR SERVICE TRANSMISSION CONCERN TRANSMISSION CONCERN SUBLET REPAIRS SUBLET REPAIRS Multi-point inspection (according to maintenanceinterval) Perform Express [redacted] [redacted] Inspection

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
TRUCK ONLY GOES IN REVERSE

(Claim) Cause:
VERIFIED AND INSPECTED. FOUND COD[redacted] AND [redacted] FOR ISSUES.

(Claim) Correction:
PREFROME[redacted] AND REPLACED CUTCH PACK. ASSEMBLED TRANS AND VEHICLE A ND TESTED. VERIFIED WORKING AS DESIGNED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted]		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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	63 [redacted]
Address	9640 STATE HWY 121 , [redacted], TX 75035				

Condition Information

Condition [redacted]			[redacted]	[redacted] Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Bleed brake system			[redacted]	FLUID	1	X	[redacted]	
A	[redacted]	Hose, brake flexible	[redacted]		[redacted]	FLUID	1	X	12.11	$131.38

RO Narratives

(RO) Customer Concern:

[redacted] 1 [[redacted] [redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) General Concern 1 [Customer States Brake fluid is low message is on and the brake pedal is soft please check and advise] DOC STORAGE FEE

(RO) Cause:

NA

(RO) Correction:

NO WORK COMPLETED AT THISTIME no work done NO WORK COMPLETED AT THISTIME PERFORM MULTI POINT VEHICLE INSPECTION. upon diag found blake fluid low and found rfbrake hose fitting loose [redacted] [redacted] brake hose fitting and bledbrake system General Concern 1 [Customer States Brake fluid is low message is on and the brake pedal issoft please check and advise] CUSTOMER STATES DOC2 DOC STORAGE FEE

(RO) Technical Notes:

SEE CLAIM NARRATIVE.

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN 1 [CUSTOMER STATES BRAKE FLUID IS LOW MESSAGE IS ON AND THE BR AKE PEDAL IS SOFT PLEASE CHECK AND ADVISE]

(Claim) Cause:

UPON DIAG FOUND BRAKE FLUID LOW AND FOUND RF BRAKE HOSE FITTING LOOSE

(Claim) Correction:
TIGHTENED BRAKE HOSE FITTING AND BLED BRAKE SYSTEM

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	**Name**	DODGE CITY OF [redacted]	[redacted]	[redacted]
[redacted]	700 S CENTRAL EXPY , [redacted], TX 75070				

Condition Information

Condition [redacted]	[redacted]	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only				CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	[redacted]			[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GREASE	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	O-RING	1		38.55	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68244638AA	GASKET	1		47.09	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	HUB	1		431.89	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		71.00	[redacted]
A	[redacted]	Transmission, Remove and install for	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	[redacted]

		recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	HUB	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	8		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	O-RING	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	
B	181905RT	Module, Transmission [redacted] (TCM) ; Module, Transmission [redacted] (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] S N WONT SHIFT . INTERNAL FAILUREK1 CLUTCH WONT PULL,HAS COD[redacted] DIAG TEST PER FLOW CHART.FOUND TSB FOR THIS CONDITION.R&R TRANS AND DISSASSEMBLE AND REPLACE K1 CLUTCH AND K2 HUB.REASSEMBLE AND TOP OFF FLUID.UPDATE TCM([redacted] PEER TSB [redacted] QUICKLEARN AND ROAD TEST TO VERIFY TRANS OPERATING OK

GCS Narratives

(Claim) Customer Concern:

* General Diag [Customer States CHECK ENGINE LIGHT IS ON AND TRANSMISSION WONT * GENERAL DIAG [CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND TRANSMISSION WONT SHIFT]

(Claim) Cause:

INTERNAL FAILUREK1 CLUTCH

(Claim) Correction:

WONT PULL,HAS CODE [redacted] DIAG TEST PER FLOW CHART.FOUND TSB FOR THIS CONDITION.R&R TRANS AND DISSASSEMBLE AND REPLACE K1 CLUTCH AND K2 HUB THIS CONDITION.R&R TRANS AND DISSASSEMBLE AND REPLACE K1 CLUTCH AND K2 HUB .REASSEMBLE AND TOP OFF FLUID.UPDATE TCM([redacted] PEER TSB [redacted] .REASSEMBLE AND TOP OFF FLUID.UPDATE TCM([redacted] PEER TSB [redacted] QUICKLEARN AND ROAD TEST TO VERIFY TRANS OPERATING OK PERFORM QUICKLEARN AND ROAD TEST TO VERIFY TRANS OPERATING OK

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]	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	32
Address	611-613 LOUDONVILLE RD , LATHAM, NY 12110				

Condition Information

Condition [redacted]		[redacted]	Failure	Failure	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1215.50	$95.88
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
A	21000A62	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1215.50	$31.96
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		14.08	$31.96
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Snap Ring								

RO Narratives

(RO) Customer Concern:

TOW - VEHICLE TOWED TO SHOP Automatic Transmission Issue, Diagnose and Advise Customer states that the vehicle will only go into reverse and no other gears - check and advise CEL - CHECK ENGINE LIGHT IS ON Customer states that the CEL is on check and advise MULTI - Your technician has taken the time to check over your vehicle per our multi point inspection, Please see the attached report card. NCW - NO CARWASH PERFORMED PER CUSTOMERS' REQUEST Recall / Customer Satisfaction Notification 1 Safety Recall [redacted]- Intake Air Grid Heater Relay **

(RO) Cause:

Technician went to test drive the vehicle and found that the vehicle will not go into gear - technician inspected and found that there is no forward motion of the vehicle and the vehicle will only go into reverse. Technician inspected and found active [redacted]1 - technician cehcked for TSBs and found active case [redacted] which states to inspect the and replace the snap ring. Technician proceeded with repairs and confirmed that the snap ring has failed and is the point of concern and requires replacement.

(RO) Correction:

Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled). Replaced the snap ring and road tested the vehicle [redacted] and verified that the issue has been resolved at this time and no further repairs are required. Refet to line B. A COMPLIMENTARY CARWASH WAS NOT PERFORMED [redacted] PER CUSTOMERS' REQUEST. Parts not released at this time.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S VEHICLE WILL ONLY MOVE IN REVERSE

(Claim) Cause:

VERIFIED VEHICLE WON'T SHIFT, EXCEPT INTO REVERSE. SCANNED FOR CODES AND RETR IEVED ACTIVE CODE [redacted] FOR GEAR 1 SHIFT INCORRECT RATIO. REFERENCE[redacted], REV A FOR KNOWN CONCERN AND RELATED [redacted].

(Claim) Correction:

FOLLOWING GUIDELINES OF TSB, INSPECTED AND REPLACED THE SNAP RING/ CLUTCH/INPU T SHAFT ASSEMBLY. CLEARED FAULT CODE AND ROAD TESTED, OK.

Warranty Claim Report

Vehicle Information

[redacted]	[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	$1,630.03	[redacted]	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	KE[redacted] DODGE LLC	Zone	[redacted]
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284				

Condition Information

Condition	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[redacted]	[redacted]T	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[redacted]	GREASE	1		62.19	$81.13
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped		[redacted]	[redacted]T	1	X	1354.52	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped		[redacted]	FLUID AFT	8		125.49	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped		[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped		[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped		[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped		[redacted]	GREASE	1		62.19	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition		[redacted]	[redacted]T	[redacted]			[redacted]

		- [redacted] ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
B	[redacted]	Module, [redacted] ( ) ; Module, [redacted] ( ) - Inspect Software Level	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

C/S THE VEHICLE WILL NOT PULL, JUST REVS UP CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS

(RO) Cause:

INSPECTED AND CONFIRMED CUSTOMER CONCERN, VEHICLE WILL NOT MOVE IN FORWARD GEARS. FLASHED [redacted] PER [redacted] NO CHANGE. PER [redacted], REMOVED TRANSMISSION AND FOUND K1 SNAP RING DISLODGED.

(RO) Correction:

REPLACED SNAP RING, K1 CLUTCH PACK, ALL ASSOCIATED GASKETS AND FLUIDS, RETESTED, WORKING AS DESIGNED AFTER REPAIR COMPLETED-SEE ATTACHED COPY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE VEHICLE WILL NOT PULL, JUST REVS UP

(Claim) Cause:

INSPECTED AND CONFIRMED CUSTOMER CONCERN, VEHICLE WILL | | NOT MOVE IN FORWARD GEARS. FLASHED [redacted] PER [redacted] | | NO CHANGE. PER [redacted], REMOVED TRANSMISSION AND FOUND K1 | | SNAP RING DISLODGED.

(Claim) Correction:

REPLACED SNAP RING, K1 CLUTCH PACK, ALL ASSOCIATED GASKETS | | AND FLUIDS, RETESTED, WORKING AS DESIGNED AFTER REPAIR

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]	**Zone**	[redacted]
Address	3435 EAST END BLVD. , MARSHALL, TX 75672				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Module, [redacted] ( ) ; Module, [redacted] ( ) - Reprogram, Includes Quicklearn Routine			[redacted]	TRANSMISS	1 [redacted]	X	[redacted]	[redacted]
A	[redacted]	Module, [redacted] ( ) ; Module, [redacted] ( ) - Reprogram, Includes Quicklearn Routine			[redacted]	COOLER	1		239.46	[redacted]
A	[redacted]	Module, [redacted] ( ) ; Module, Transmission Control ( ) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1		153.31	[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]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		153.31	$89.[redacted]
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	[redacted]		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	[redacted]			
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		153.31	$582.62
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]			[redacted]	[redacted]	1		153.31	$29.88

		propeller shaft equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		153.31	$89.63
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	TRANSMISS	1	X	6997.85	$0.00
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	TOC ASSY	1			
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	6997.85	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TOC ASSY	1		[redacted]	[redacted]
B	[redacted]	Filter, oil ; - main sump and / or cooler by-pass	[redacted]	BLOCKED BB	[redacted]	GASKET	1		[redacted]	[redacted]
B	[redacted]	Filter, oil ; - main sump and / or cooler by-pass	[redacted]	BLOCKED [redacted]		FILTER	1	X	[redacted]	
B	[redacted]	Filter, oil ; - main sump and / or cooler by-pass	[redacted]	BLOCKED BB	[redacted]	FLUID AFT	9		[redacted]	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1	X	[redacted]	
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	9		[redacted]	

RO Narratives

(RO) Customer Concern:

Customer states the trans is stuck in a high gear (Automatic Transmission Concern) (Multi-point inspection according to maintenance interval) PERFORM LUBE, OIL & FILTER CHANGE PER CUSTOMER REQUEST. TRNASMISSION PAN DENTED ON NEW TRANSMISSION

(RO) Cause:

VERIFIED THE CONCERN AND FOUND THE TRANS TO HAVE [redacted] ONLY REVERSE FFOUND THE FLUID LEVEL GOOD. FREE MAINTENANCE INSPECTION MAINTENANCE SERVICE PAN DAMAGED

(RO) Correction:

special ordered trans and trans came in upside down.removed the old transmission. replaced the transmission,trans cooler ,fluid. removed the undamaged pan from the original trans and placed on to the new trans after severe cleaning. instal led new trans pan gasket and trans filter do to possible freight damage. installed damaged pan on old trans for core performed quick learn and tested for leaks and found none at this time .test drove and rechecked the fluid level all good at this time and also performed flash for the tcm to the latest software tsb [redacted] to [redacted] lop [redacted]-rt PERFORMED LUBE, OIL & FILTER CHANGE. TOPPED OFF

FLUID LEVELS REPLACED TRANSMISSION [redacted] WITH [redacted] FROM ORIGINAL TRANS. REPLACED GASKET, FILTER AND REFILLED WITH FLUID.

(RO) Technical Notes:

TRANS HAD [redacted] FORWARD [redacted], ONLY REVERSE IDED ON CONDITION #1 ARE VAGUE AS TECH DOES NOT IDENTIFY THE DEFECT FOUND. PLEASE HAVE TECH CLARIFY WHAT WAS FOUND AS THE ROOT CAUSE OF FAILURE OF ALL CLAIMED PARTS . THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS [redacted], PLEASE CONTACT THE [redacted] AGENT [redacted] LUDE VIN & CONCERN [redacted] VOR DER INFORMATION, AND RENTAL ARE ATTACHED FOR REVIEW. [redacted] R DISTRICT MANAGER HAS ADVISED NOTES ARE INPUT FOR THIS CLAIM AS HE WAS INVOLVED IN RENTAL AUTHORIZATION DUE TO TRANSMISSION DELAY.

GCS Narratives

(Claim) Customer Concern:

Customer states the trans is stuck in a high gear (Automatic Transmission Conc TRNASMISSION [redacted] DENTED ON NEW TRANSMISSION Customer states the trans is stuck in a high gear (Automatic Transmission Conc TRNASMISSION [redacted] DENTED ON NEW TRANSMISSION Customer states the trans is stuck in a high gear (Automatic Transmission Conc Customer states the trans is stuck in a high gear (Automatic Transmission Conc

(Claim) Cause:

[redacted] DAMAGED [redacted] DAMAGED VERIFIED THE CONCERN AND FOUND THE TRANS TO HAVE [redacted] ONLY REVERSE VERIFIED THE CONCERN AND FOUND THE TRANS TO HAVE [redacted] ONLY REVERSE VERIFIED THE CONCERN AND FOUND THE TRANS TO HAVE [redacted] ONLY REVERSE VERIFIED THE CONCERN AND FOUND THE TRANS TO HAVE [redacted] ONLY REVERSE

(Claim) Correction:

REPLACED TRANSMISSION [redacted] WITH [redacted] FROM ORIGINAL TRANS. REPLACED GASKET, FILTE REPLACED TRANSMISSION [redacted] WITH [redacted] FROM ORIGINAL TRANS. REPLACED GASKET, FILTE special ordered trans and trans came in upside down.removed the old transmissi special ordered trans and trans came in upside down.removed the old transmissi special ordered trans and trans came in upside down.removed the old transmissi special ordered trans and trans came in upside down.removed the old transmissi

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28R92 - RAM 3500 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)***	[redacted]

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	5801 EAST GATE BLVD , NAMPA, ID 83687				

Condition Information

Condition			***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Battery ; Check Battery Voltage and Charge Battery - [redacted] Only		Battery Discharged						[redacted]

RO Narratives

(RO) Customer Concern:

BATTERY TEST

(RO) Cause:

BATTERY MAINTENANCE

(RO) Correction:

[redacted] SERVICE COMPLETED BATTERY CHARGE LOT VEHICLES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BATTERY TEST

(Claim) Cause:

BATTERY MAINTENANCE

(Claim) Correction:

SERVICE COMPLETED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	6[redacted] ORLANDO
Address	1890 DOGWOOD DR SE , CONYERS, GA 30013				

Condition Information

Condition	LOR [redacted]	LOR Desc	Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	[redacted] Expense
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							[redacted]

RO Narratives

(RO) Customer Concern:

DIESEL/ENGINE CONCERN RECALL

(RO) Cause:

vehicle transmission level is in range and

(RO) Correction:

[redacted] - TRAN NO TROUBLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/STATES TRUCK IS SURGING LIGHTLY AT HWY SPEED AND SURGING HARDER AT LOWER RPM ON INCLINE. SHIFTING FROM [redacted] TO [redacted] OR [redacted] TO [redacted], NOT PULLING TRAILER, NO WARNING LIGHTS

(Claim) Cause:

VEHICLE TRANSMISSION LEVEL IS IN RANGE AND CONDITION IS GOOD. VEHICLE PULLS A TRAILER [redacted] A LOT. VEHICLE TRANSMISSION ADAPTS OVER TIME TO DRIVING HABITS. WHEN VEHICLE TRAILER IS REMOVED, VEHICLE TRANSMISSION ADAPTIVE 'S DO NOT CHANGE. TEST DROVE VEHICLE [redacted] AND [redacted] FOR A TOTAL OF [redacted] AND FOUND SHIFTING IS NORMAL.

(Claim) Correction:

FOUND VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	STEW HANSEN CHRYSLER DODGE JEEP	**Zone**	[redacted]
Address	2412 N JEFFERSON WAY , INDIANOLA, IA 50125				

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted] Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit ([redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)						$30.41 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUESTS PERFORM RECALL...ZD4

(Claim) Cause:

OPEN RECALL - LOPS SAYS NOT VALID - CHRYSLER ISSUE

(Claim) Correction:

[redacted] UPDATED [redacted] to targeted part number [redacted].

Warranty Claim Report

Vehicle Information

[redacted]	[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	F - Service Contract	***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]		

Condition Information

Condition [redacted]			***Failure***	***Failure*** [redacted] ***Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Radio/Telematics Gateway Module ; Exchange unit	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RADIO	1	X	[redacted]
A	[redacted]2	Supplier Radio Repair Payment			[redacted]	RADIO	1	X	0.00

RO Narratives

(RO) Customer Concern:

CUST STATES THE RADIO SCREEN GOES BLACK

(RO) Cause:

TECH VERFIFIED CUST CONCERN, FOUND INTERNAL SHORT IN RADIO

(RO) Correction:

TECH REPLACED RADIO. NO FURTHER ISSUES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[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]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	71
Address	, ,				

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	[redacted]			[redacted]
A	2[redacted]	Transmission, Remove and install for recondition [redacted]/AS69RC ; [redacted] Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	2[redacted]	Transmission, Remove and install for recondition [redacted]/AS69RC ; [redacted] Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	21000A50	Transmission, Remove and install for recondition [redacted]/AS69RC ; [redacted] Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[redacted]			[redacted]
A	21000A60	Transmission, Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

		- [redacted] ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1274.37	$42.61
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	

RO Narratives

(RO) Customer Concern:

*General Concern 1 [GUEST STATES THAT WHILE DRIVING THE VEHICLE THE TRUCK WOLD STOP SHIFTING AND GOT STUCK IN [redacted] AND WOULD NOT SHIFT. GUEST STATES THAT THE CHECK ENGINE LIGHTS CAME ON. PLS CHECK AND ADVISE]

(RO) Cause:

.

(RO) Correction:

[redacted] CLUTCH SNAP RING FAILURE VERIFIEDCONCERN. PERFORMED VEHICLE MODULE SCAN.P0731, [redacted]. CHECKED FLUID LEVEL ANDCONDITION. OK. REMOVED TRANS AND TRANSFERCASE. 2 [redacted] REAR SHAFT AND SKID PLATE.CHECKED ENDPLAY. DISASSEMBLED AND INSPECTEDTRANS. REPLACED K1 CLUTCH AND SEALS, VERIFIEDENDPLAY. INSTALLED TRANS. QUICK LEARNED ANDVERIFIED REPAIR. REMOVE TRANS FOR RECONDITION [redacted] 4X4 SKID PLATE [redacted] shaftDEF EQUIPPED RECONDITION TRANS [redacted]

(RO) Technical Notes:

K1 CLUTCH SNAP RING FAILURE

GCS Narratives

(Claim) Customer Concern:

*GENERAL CONCERN 1 [GUEST STATES THAT WHILE DRIVING THE VEHICLE THE TRUCK WOLD STOP SHIFTING AND GOT STUCK IN [redacted] AND WOULD NOT SHIFT. GUEST STATES T HAT THE CHECK ENGINE LIGHTS CAME ON.

(Claim) Cause:

VERIFIED CONCERN. PERFORMED VEHICLE MODULE SCAN. P0731, [redacted]. CHECKED FLUID L EVEL AND CONDITION. OK. REMOVED TRANS AND TRANSFER CASE. 2 PIECE REAR SHAFT AND SKID PLATE. CHECKED ENDPLAY. DISASSEMBLED AND INSPECTED TRANS. [redacted] SNAP RING FAILURE

(Claim) Correction:

REPLACED K1 [redacted] AND SEALS, VERIFIED ENDPLAY. INSTALLED TRANS. QUICK LEARNED AND VERIFIED REPAIR.

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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	71	[redacted]
Address	, ,				

Condition Information

Condition		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	3		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	9		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]RING	1		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	CLUTCHKIT	1	X	1289.42	$98.84
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	3		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	9		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]RING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	3		21.87	$757.76
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		60.52	$757.76
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	9		65.61	$757.76
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.30	$757.76
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	2		17.04	$757.76
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1289.42	$757.76

		[redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHEN TRYING TO GO FROM DRIVE TO REVERSE WOULD NOT ENGAGE. TRIED SEVERAL TIMES, FINALLY WENT INTO REVERSE BUT MADE A LOUD CLUNK/POP SOUND, NOW WILL NOT GO INTO DRIVE. CK/ADVISE TOW IN. ASAP RECALL [redacted] RAM HEAVY DUTY GRID HEATER RELAY NO PARTS

(RO) Cause:

TECH INSPECTED AND VERIFIED CONCERN. FOUND COD[redacted] STORED FOR [redacted] RATIO FAULT. TECH UPDATED PCM- NO CHANGE. TECH FOUN[redacted] TO REPLACE THE K1 CLUTCH SNAP RING. PARTS ORDERED [redacted] BACK ORDER NO ETA

(RO) Correction:

TECH REMOVED TRANSMISSION, REMOVED AND REPLACED [redacted] CLUTCH SNAP RING KIT WITH RELATED PARTS. RE-ASSEMBLED AND ROAD TESTED, FOUND TO NOW GO INTO DRIVE. DURING ROAD TEST FOUND TO HAVE DELAY/HARSH ENGAGEMENT IN [redacted] AND [redacted]. SEE NEXT RO PART WARRANTY PER TECH ASSIST NO REMEDY YET

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN TRYING TO GO FROM DRIVE TO REVERSE WOULD NOT ENGAGE. TRIE CUSTOMER STATES WHEN TRYING TO GO FROM DRIVE TO REVERSE WOULD NOT ENGAGE. TRIE CUSTOMER STATES WHEN TRYING TO GO FROM DRIVE TO REVERSE WOULD NOT ENGAGE. TRIE CUSTOMER STATES WHEN TRYING TO GO FROM DRIVE TO REVERSE WOULD NOT ENGAGE. TRIE

(Claim) Cause:

TECH INSPECTED AND VERIFIED CONCERN. FOUND COD[redacted] STORED FOR [redacted] RA TECH INSPECTED AND VERIFIED CONCERN. FOUND CODE [redacted] STORED FOR [redacted] RA TECH INSPECTED AND VERIFIED CONCERN. FOUND CODE [redacted] STORED FOR [redacted] RA TECH INSPECTED AND VERIFIED CONCERN. FOUND CODE [redacted]ORED FOR [redacted] RA

(Claim) Correction:

TECH REMOVED TRANSMISSION, REMOVED AND REPLACED [redacted] CLUTCH SNAP RING KIT WITH R TECH REMOVED TRANSMISSION, REMOVED AND REPLACED K1 CLUTCH SNAP RING KIT WITH R TECH REMOVED TRANSMISSION, REMOVED AND REPLACED K1 CLUTCH SNAP RING KIT WITH R TECH REMOVED TRANSMISSION, REMOVED AND REPLACED K1 CLUTCH SNAP RING KIT WITH R

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**	$2,630.20	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted] **Name** [redacted]
Address	90-100 ROUTE 1 , AVENEL, NJ 07001

Condition Information

Condition Code	[redacted]	Failure	Failure	Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	O[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		40.65	$31.83
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	D[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	HUB	1		372.87	$31.83
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			68456960AA	HUB	1		189.17	$31.83

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		33.29	$732.00
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		23.46	$732.00
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	D-RING	1		14.91	$732.00

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		38.92	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		11.37	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		61.30	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]	[redacted]	SEAL RING	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]	[redacted]	SEAL RING	1		[redacted]	

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUST STATES VEHICLE ONLY MOVES IN REVERSE HAS NO FORWARD GEAR CUST STATES CHECK ENGINE LIGHT ON

(RO) Cause:

INSPECTION PERFORM DIAG , [redacted] AND FOUND ACTIVE TCM DTC . [redacted] GEAR RATIO ERROR IN [redacted] FOUND AVAILABLE TSB FOR K1 INPUT SHAFT FAILURES SEE JOB 2

(RO) Correction:

COMPLETED WORLD CLASS INSPECTION SEE COPY PERFOR[redacted], R\R TRANSMISSION ASSEMBLY, 4X4 EQUIPPED INSTALL NEW K1 INPUT SHAFT SUB ASSEMBLY AND SEAL ,BEARING KITS. FILLED TRANSMISSION FLUID AND ROAD TEST SEE JOB 2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEHICLE ONLY MOVES IN REVERSE HAS NO FORWARD GEAR CUST STATES VEHICLE ONLY MOVES IN REVERSE HAS NO FORWARD GEAR CUST STATES VEHICLE ONLY MOVES IN REVERSE HAS NO FORWARD GEAR

(Claim) Cause:

PERFORM DIAG , [redacted] AND FOUND ACTIVE TCM DTC . [redacted] GEAR RATIO ERROR I PERFORM DIAG , [redacted] AND FOUND ACTIVE TCM DTC . [redacted] GEAR RATIO ERROR I PERFORM DIAG , [redacted] AND FOUND ACTIVE TCM DTC . [redacted] GEAR RATIO ERROR I

(Claim) Correction:

PERFOR[redacted], R\R TRANSMISSION ASSEMBLY, 4X4 EQUIPPED INSTALL NEW K1 PERFORM [redacted], R\R TRANSMISSION ASSEMBLY, 4X4 EQUIPPED INSTALL NEW K1 PERFORM [redacted], R\R TRANSMISSION ASSEMBLY, 4X4 EQUIPPED INSTALL NEW K1

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]	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	71	[redacted]
Address	, ,				

Condition Information

Condition			***Failure***	***Failure Desc***	***Number***	***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	***Expense***	***Expense***
[redacted]		Transmission : DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		60.52	$98.84
[redacted]		Transmission : DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE HAS DELAYED ENGAGEMENT INTO [redacted] AND FLARES/ROUGH SHIFT INTO [redacted]

(RO) Cause:

TECH INSPECTED AND VERIFIED CONCERN. NO CODE STORED. CONTACT STAR FOR GUIDANCE WAS ADVISED THAT THE K1 CLUTCH LIKELY DEFECTIVE PART ADVISED TECH TO REPLACE

(RO) Correction:

[redacted] REMOVED TRANSMISSION, REMOVED AND REPLACED K1 CLUTCH ASSY. AND RE-ASSEMBLED, TEST DROVE AND PERFORMED RE-LEARN, ALL OK @ THIS TIME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS DELAYED ENGAGEMENT INTO [redacted] AND FLARES/ROUGH CUSTOMER STATES VEHICLE HAS DELAYED ENGAGEMENT INTO [redacted] AND FLARES/ROUGH CUSTOMER STATES VEHICLE HAS DELAYED ENGAGEMENT INTO [redacted] AND FLARES/ROUGH CUSTOMER STATES VEHICLE HAS DELAYED ENGAGEMENT INTO [redacted] AND FLARES/ROUGH

(Claim) Cause:

[redacted] INSPECTED AND VERIFIED CONCERN. NO CODE STORED. CONTACT STAR FOR GUIDANCE [redacted] INSPECTED AND VERIFIED CONCERN. NO CODE STORED. CONTACT STAR FOR GUIDANCE [redacted] INSPECTED AND VERIFIED CONCERN. NO CODE STORED. CONTACT STAR FOR GUIDANCE [redacted] INSPECTED AND VERIFIED CONCERN. NO CODE STORED. CONTACT STAR FOR GUIDANCE

(Claim) Correction:

[redacted] REMOVED TRANSMISSION, REMOVED AND REPLACED K1 CLUTCH ASSY. AND RE-ASSEMBL [redacted] REMOVED TRANSMISSION, REMOVED AND REPLACED K1 CLUTCH ASSY. AND RE-ASSEMBL [redacted] REMOVED TRANSMISSION, REMOVED AND REPLACED K1 CLUTCH ASSY. AND RE-ASSEMBL [redacted] REMOVED TRANSMISSION, REMOVED AND REPLACED K1 CLUTCH ASSY. AND RE-ASSEMBL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] LIMITED CREW CAB 4X4
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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	2412 N JEFFERSON WAY , INDIANOLA, IA 50125				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CS HOOKED UP TO HIS TRAILER AND THE TRUCK WOULD NOT GO FORWA RD BUT WOULD GO IN REVERSE - CEL CAME ON - DASH SAID ADAPTIV E CRUISE CONTROL - BEING TOWED IN - TINA (Auto Trans Diag) CHRYSLER TOW DELIVERED TO [redacted] CUSTOMER REQUESTS PERFORM RECALL...ZD4

(RO) Cause:

DIAG FOUND [redacted] AND [redacted]. CHECKED FLUID LEVEL AND CONDITION. FOUND NO ISSUES. FOLLOWED FLOW CHART AND FOUND THE ISSUE IS INTERNAL TO THE TRANSMISSION. THE ELECTRICAL SIDE OHM CHECKED GOOD. REMOVED THE TRANSMISSION PAN AND FOUND A LARGE AMOUNT OF METAL IN THE PAN. MAJOR INTERNAL FAILURE OCCURRED AND THE UNIT NEEDS REPLACED. REMOVED DPF PER SERVICE INFO BUT NOT PART OF REQUIRED STEPS. SUBMITTED LABOR CASE STUDY. OPEN RECALL - LOPS SAYS NOT VALID - CHRYSLER ISSUE

(RO) Correction:

REPLACED TRANSMISSION ASSEMBLY CHECKED FLUID LEVEL. TCM UPDATED [redacted] to targeted part number [redacted] R AND R DPF LABOR TIME STUDY CASE#[redacted] SUBLET RENTAL DCU UPDATED [redacted] to targeted part number [redacted].

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

CS HOOKED UP TO HIS TRAILER AND THE TRUCK WOULD NOT GO FORWA RD BUT WOULD GO I CS HOOKED UP TO HIS TRAILER AND THE TRUCK WOULD NOT GO FORWA RD BUT WOULD GO I CS HOOKED UP TO HIS TRAILER AND THE TRUCK WOULD NOT GO FORWA RD BUT WOULD GO I CS HOOKED UP TO HIS TRAILER AND THE TRUCK WOULD NOT GO FORWA RD BUT WOULD GO I

(Claim) Cause:

DIAG FOUND [redacted] AND [redacted]. CHECKED FLUID LEVEL AND CONDITION. FOUND NO ISSUES DIAG FOUND [redacted] AND [redacted]. CHECKED FLUID LEVEL AND CONDITION. FOUND NO ISSUES DIAG FOUN[redacted] AND [redacted]. CHECKED FLUID LEVEL AND CONDITION. FOUND NO ISSUES DIAG FOUN[redacted] AND [redacted]. CHECKED FLUID LEVEL AND CONDITION. FOUND NO ISSUES

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY CHECKED FLUID LEVEL. [redacted] UPDATED [redacted] to REPLACED TRANSMISSION ASSEMBLY CHECKED FLUID LEVEL. [redacted] UPDATE[redacted] to REPLACED TRANSMISSION ASSEMBLY CHECKED FLUID LEVEL. [redacted] UPDATE[redacted] to REPLACED TRANSMISSION ASSEMBLY CHECKED FLUID LEVEL. [redacted] UPDATED [redacted] to

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

Expense

Labor	[redacted]	***Sublet***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	LITHIA DODGE OF BILLINGS	[redacted]	[redacted]
Address	2229 KING AVENUE WEST , BILLINGS, MT 59102				

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	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:

CUSTOMER STATES THE TRANSMISSION ONLY MOVES IN REVERSE, ADVISE

(Claim) Cause:

K1 CLUTCH SNAP RING

(Claim) Correction:

VERIFIED CONCERN, REMOVE TRANSNISSION PAN AND INPECTED FOUND FLUID CLEAN AND F REE OF METAL, REMOVE TRANSMISSION AND DISASSEMBLED FOR INPECTION. FOUND K1 C LUTCH SNAP RING BLOWN OUT, REPLACED K1 CLUTCH HUB ASSEMBLY AND ALL PARTS INC LUDED IN REPAIR KIT AND REASSEMBLE UNIT. REINSTALLED TRANS USING NEW

FLEXPLA TE BOLTS, FILLED FLUID AND ALSO TOPPED TRANSFERCASE FLUID THAT WAS LOW ON RE ASSEMBLY. CLEARED DTCS AND TEST DROVE AND VERIFIED SHIFTING PROPERLY

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**	$7,580.00	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	9101 SPUR 580 WEST , FORT WORTH, TX 76116		

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	6		87.92	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	ADHESIVE	1		10.95	[redacted]
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	ADHESIVE	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		87.92	$36.19
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	ADHESIVE	1		10.95	$36.19
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	6		87.92	$108.56

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]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	ADHESIVE	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	6		87.92	$144.74
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]1	Digital Imaging ; Process time			[redacted]	ADHESIVE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CS THEY CANT GET VEHICLE TO GO WHEN SHIFTED INTO GEAR LIKE DRIVE UNTIL THEY MAKE REPEATED ATTEMPTS AND ALSO NOTICED WHEN PARKING VEHICLE ON OUR DIRT LOT THAT VEHICLE WILL BANG HARD INTO GEAR WHEN SHIFTING FROM PARK TO DRIVE AND ALSO CEL IS ON

(RO) Cause:

TEST [redacted] GEAR RATIO ERROR IN [redacted] WILL NOT MOVE IN DRIVE.REMOVE TRANS PAN FOUND DEBRIS IN PAN.

(RO) Correction:

REPLACE TRANS ASSEMBLY WITH SUPPLIED UNIT.FLUSH TRANS COOLER LINES.PERFORM TRANS QUICK LEAN AND ADJUST FLUID LEVEL AND TEST OK.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS THEY CANT GET VEHICLE TO GO WHEN SHIFTED INTO GEAR LIKE DRIVE UNTIL THEY M AKE REPEATED ATTEMPTS AND ALSO NOTICED WHEN PARKING VEHICLE ON OUR DIRT LOT THAT VEHICLE WILL BANG HARD INTO GEAR WHEN SHIFTING FROM PARK TO DRIVE AND AL SO CEL IS ON

(Claim) Cause:

TEST [redacted] GEAR RATIO ERROR IN [redacted] WILL NOT MOVE IN DRIVE.REMOVE TRANS PAN FOUND DEBRIS IN PAN.

(Claim) Correction:

REPLACE TRANS ASSEMBLY WITH SUPPLIED UNIT.FLUSH TRANS COOLER LINES.PERFORM TR ANS QUICK LEAN AND ADJUST FLUID LEVEL AND TEST OK.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	BIG [redacted]	
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]	536

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

[redacted]	[redacted]	**Name**	[redacted]
Address	,		

Condition Information

Condition [redacted]		[redacted] Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RAPID RESPONSE 23-086 [redacted] [redacted] AISIN TRANSMISSION ROUGH SHIFT

(RO) Cause:

software update

(RO) Correction:

[redacted] ECU is up-to-date. Successfullyflashed ECU from old part number [redacted] current part number [redacted]-RT SOFTWARE UPDATE FOR TRANSMISSION CONTROL MODULE

(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**	[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**	$1,285.73	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	9621 COORS BLVD NW , ALBUQUERQUE, NM 87114		

Condition Information

Condition [redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1194.44	$153.41
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	1		13.83	$153.41
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1194.44	$38.35
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	1		13.83	$38.35
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1194.44	$25.57
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	8		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06511777AA	BOLT	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	
B	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

C/S VEHICLE DOES NOT MOVE FORWARD WHEN SHIFTED INTO DRIVE PERFORM MULTI-POINT INSP CHECK FOR SOFTWARE UPDATE TO [redacted]

(RO) Cause:

VEHICLE DOES NOT DRIVE FORWARD, HAS [redacted]. [redacted] CLUTCH [redacted] APPLIES. THERE IS A SOFTWARE UPDATE PE[redacted]

(RO) Correction:

COMPLETE[redacted], REMOVED TRANSMISSION, REPLACED THE [redacted] CLUTCH ASSEMBLY. REINSTALLED TRANSMISSION, CHECKED FLUID LEVEL, ROAD TEST AND VERIFIED PROPER OPERATION[redacted] DRIVESHAFT, SKID PLATE, AND [redacted] [redacted] COMPLETE COMPLETED [redacted] FLASH UPDATE PE[redacted] TO AC. VERIFIED FLASH UPDATE, AND PERFORMED QUICK LEARN, ROAD TEST AND VERIFIED OPERATION[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S VEHICLE DOES NOT MOVE FORWARD WHEN SHIFTED INTO DRIVE CHECK FOR SOFTWARE UPDATE TO [redacted] C/S VEHICLE DOES NOT MOVE FORWARD WHEN SHIFTED INTO DRIVE C/S VEHICLE DOES NOT MOVE FORWARD WHEN SHIFTED INTO DRIVE C/S VEHICLE DOES NOT MOVE FORWARD WHEN SHIFTED INTO DRIVE

(Claim) Cause:

THERE IS A SOFTWARE UPDATE PE[redacted] VEHICLE DOES NOT DRIVE FORWARD, HAS [redacted] CLUTC[redacted] APP VEHICLE DOES NOT DRIVE FORWARD, HAS [redacted]. [redacted] CLUTCH [redacted] APP VEHICLE DOES NOT DRIVE FORWARD, HAS [redacted]. [redacted] CLUTCH [redacted] APP VEHICLE DOES NOT DRIVE FORWARD, HAS [redacted]. [redacted] CLUTCH [redacted] APP

(Claim) Correction:

COMPLETED TCM FLASH UPDATE PER TSB [redacted] PN [redacted] TO AC. VERIFIED FLA COMPLETED TSB [redacted], REMOVED TRANSMISSION, REPLACED THE K1 CLUTCH ASSEMBLY COMPLETED TSB [redacted], REMOVED TRANSMISSION, REPLACED THE [redacted] CLUTCH ASSEMBLY COMPLETED TSB [redacted], REMOVED TRANSMISSION, REPLACED THE [redacted] CLUTCH ASSEMBLY COMPLETED TSB [redacted], REMOVED TRANSMISSION, REPLACED THE [redacted] CLUTCH ASSEMBLY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] BIG [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition Code			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted]	Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER WHILE DRI[redacted]G HAULING TRAILERS, TRANSMISSION FELT AS IF IT WENT INTO NEUTRAL TRUCK WONT ACCL, MESSAGE 4WD NOT AVAILABLE. PULLED OVER VEHICLE WONT MOVE FORWARD, DOES GO INTO REVERSE. TRUCK TOWED HERE. NOW SEEING WARNING LIGHTS ON, ABS,BRAKE, CHECK ENGINE LIGHT. TESTCHECK OUT AND ADVISE. RELATED TO LINE A ? ADVISE MULTI [redacted] VEHICLE INSPECTION LOFDS DIESEL ENGINE FULL-SYNTH OIL AND FILTER CHANGE, LUBE CHASSIS ANDCOURTESY VEHICLE INSPECTION RECALL [redacted] GRID RELAY RECALL ZD4 DIESEL EXHAUST SOFTWARE UPDATE ROTATE 4 TIRES, INCLUDES FREE BRAKEINSPECTION

(RO) Cause:

TSB RECALL ROTATE 4 TIRES, INCLUDES FREE BRAKE INSPECTION

(RO) Correction:

[redacted] MULTIPLE CODES FOR THE TRANSMISSION.TSB [redacted] TO CHECK THE K1 CLUTCH SNAPRING. REMOVED THE TRANSMISSION ANDDISASSEMBLED TO INSPECT. FOUND THAT THE K1SNAP RING HAD FAILED . REPLACED THE K1ASSEMBLE AND THE INPUT SHAFT SEALS ANDBEARINGS. FILLED AND TEST DROVE. Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] PROPELLER SHAFTEQUIPPED SKID PLATE EQUIPPED TRANS-DEF EQUIPPED [redacted] EQUIPPED [redacted] PROPELLER SHAFTEQUIPPED SKID PLATE EQUIPPED TRANS-DEF EQUIPPED [redacted] EQUIPPED [redacted] RELATED TO LINE A RELATED TO LINE A ELECTRICAL REPAIR MULTI [redacted] VEHICLE INSPECTION LOFDS DIESEL ENGINE FULL-SYNTH OIL AND FILTERCHANGE, LUBE CHASSIS AND COURTESY VEHICLE INSPECTION ENVIROMENTAL WASTE DISPOSAL LOFDS DIESEL ENGINE FULL-SYNTH OIL AND FILTER CHANGE, LUBE CHASSIS AND COURTESY VEHICLE INSPECTION ENVIROMENTAL WASTE DISPOSAL NO RECALL PARTS AVAILABLEFOR THIS RECALL AT THIS TIME. RECALL REPAIRS [redacted] RECALL, UPDATE THE DCU LOP# [redacted] DCU SOFTWARE UPDATE RECALL REPAIRS ROTATE 4 TIRES, INCLUDES FREE BRAKE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER WHILE DRIVING HAULING TRAILERS, TRANSMISSION FELT AS IF IT WENT INTO NEUTRAL TRUCK WONT ACCL, MESSAGE 4WD NOT AVAILABLE. PULLED OVER VEHICLE WONT MOVE FORWARD, DOES GO INTO REVERSE. TRUCK TOWED HERE

(Claim) Cause:

MULTIPLE CODES FOR THE TRANSMISSION. [redacted] TO CHECK THE K1 CLUTCH SNA P RING. REMOVED THE TRANSMISSION AND DISASSEMBLED TO INSPECT. FOUND THAT THE K1 SNAP RING HAD FAILED . REPLACED THE K1 ASSEMBLE AND THE INPUT SHAFT SEALS AND BEARINGS. FILLED AND TEST DROVE

(Claim) Correction:

MULTIPLE CODES FOR THE TRANSMISSION. [redacted] TO CHECK THE K1 CLUTCH SNA P RING. REMOVED THE TRANSMISSION AND DISASSEMBLED TO INSPECT. FOUND THAT THE K1 SNAP RING HAD FAILED . REPLACED THE K1 ASSEMBLE AND THE INPUT SHAFT SEALS AND BEARINGS. FILLED AND TEST DROVE

Warranty Claim Report

Vehicle Information

[redacted]	[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)**	[redacted]

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	2412 N JEFFERSON WAY , INDIANOLA, IA 50125				

Condition Information

Condition [redacted]	Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	Radio/Telematics Gateway Module ; Reset Radio Unit To Clear Active Concern/Issue		[redacted]						
[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								[redacted]

RO Narratives

(RO) Customer Concern:

C/S [redacted] SYSTEM NEEDS SERVICE LIGHT IS ON CUSTOMER STATES TIRE WARNING LIGHT IS ON. CUSTOMER REQUESTS PERFORM RECALL... [redacted]

[redacted]) Cause:

DIAG FOUND NO DTCS OR [redacted] FOR THIS ISSUE. THE RADIO IS THE ONLY PLACE SHOWING THE SERVICE [redacted] SYSTEM MESSAGE. CONTACTED STAR PER CASE [redacted] THEY TOLD ME TO PERFORM A COMPLETE RADIO RESET AND THEN PERFORM [redacted] AND [redacted] AND THEN RETEST. DIAG FOUND ACTIVE DTCS FOR ALL TPMS NO SIGNALS. DIAG FOUND THE TIRE PRESSURE SENSORS ARE OUT OF A [redacted]. THE IDS DO NOT MATCH WHAT IS ON THE VEHICLE. RECOMMEND INSTALLING FACTORY INSTALLED SENSORS AND WHEELS AND THEN RETESTING. VEHICLE IS EQUIPPED WITH A/M WHEELS ALSO OPEN RECALL - LOPS WILL NOT SHOW UP - CHRYSLER ISSUE

(RO) Correction:

FOLLOWED STARS INSTRUCTIONS. RESET RADIO SETTING AND PERFORMED [redacted]. ALL OK AT THIS TIME. DECLINED REPAIRS. DCU UPDATED [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S [redacted] SYSTEM NEEDS SERVICE LIGHT IS ON C/S [redacted] SYSTEM NEEDS SERVICE LIGHT IS ON

(Claim) Cause:

DIAG FOUND NO DTCS OR [redacted]S FOR THIS ISSUE. THE RADIO IS THE ONLY PLACE SHOWING DIAG FOUND NO DTCS OR [redacted] FOR THIS ISSUE. THE RADIO IS THE ONLY PLACE SHOWING

(Claim) Correction:

FOLLOWED STARS INSTRUCTIONS. RESET RADIO SETTING AND PERFORMED SEVERAL DRIVE C FOLLOWED STARS INSTRUCTIONS. RESET RADIO SETTING AND PERFORMED SEVERAL DRIVE C

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	BIG HORN CREW	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	[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**	$1,848.77	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
[redacted]	[redacted]		

Condition Information

Condition			Failure	Failure Desc		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BEARING	1		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		287.00	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BEARING	1		29.96	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.75	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		47.18	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		31.29	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	4		47.60	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		107.10	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		37.59	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1027.60	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		20.16	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		30.52	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		287.00	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		8.75	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GREASE	1		47.18	[redacted]

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06511777AA	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	LUBRICANT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	CLUTCHKIT	1	X	[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	LUBRICANT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		30.52	$513.36
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	

		[redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		29.96	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		8.75	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		47.18	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		20.16	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		145.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER WHILE DRIVING HAULING TRAILERS, TRANSMISSION FELT AS IF IT WENT INTO NEUTRAL TRUCK WONT ACCL, MESSAGE 4WD NOT AVAILABLE. PULLED OVER VEHICLE WONT MOVE FORWARD, DOES GO INTO REVERSE. TRUCK TOWED HERE. NOW SEEING WARNING LIGHTS ON, ABS,BRAKE, CHECK ENGINE LIGHT. TESTCHECK OUT AND ADVISE. RELATED TO LINE A ? ADVISE MULTI [redacted] VEHICLE INSPECTION LOFDS DIESEL ENGINE FULL-SYNTH OIL AND FILTER CHANGE, LUBE CHASSIS ANDCOURTESY VEHICLE INSPECTION RECALL [redacted] HEATER GRID RELAY RECALL ZD4 DIESEL EXHAUST SOFTWARE UPDATE ROTATE 4 TIRES, INCLUDES FREE BRAKEINSPECTION

(RO) Cause:

TSB RECALL ROTATE 4 TIRES, INCLUDES FREE BRAKE INSPECTION

(RO) Correction:

[redacted] [redacted] FOR THE TRANSMISSION.[redacted] TO CHECK THE K1 CLUTCH SNAPRING. REMOVED THE TRANSMISSION ANDDISASSEMBLED TO INSPECT. FOUND THAT THE K1SNAP RING HAD FAILED . REPLACED THE K1ASSEMBLE AND THE INPUT SHAFT SEALS ANDBEARINGS. FILLED AND TEST DROVE. Transmission, Remove and install for recondition -[redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] PROPELLER SHAFTEQUIPPED [redacted] PLATE EQUIPPED TRANS-[redacted] EQUIPPED [redacted] EQUIPPED [redacted] PROPELLER SHAFTEQUIPPED [redacted] PLATE EQUIPPED TRANS-[redacted] EQUIPPED [redacted] EQUIPPED [redacted] RELATED TO LINE A RELATED TO LINE A ELECTRICAL REPAIR MULTI [redacted] VEHICLE INSPECTION LOFDS DIESEL ENGINE FULL-SYNTH OIL AND FILTERCHANGE, LUBE CHASSIS AND COURTESY VEHICLE INSPECTION ENVIROMENTAL WASTE DISPOSAL LOFDS DIESEL ENGINE FULL-SYNTH OIL AND FILTER CHANGE, LUBE CHASSIS AND COURTESY VEHICLE INSPECTION ENVIROMENTAL WASTE DISPOSAL NO RECALL PARTS AVAILABLEFOR THIS RECALL AT THIS TIME. RECALL REPAIRS [redacted] RECALL, UPDATE THE DCU LOP# [redacted] DCU SOFTWARE UPDATE RECALL REPAIRS ROTATE 4 TIRES, INCLUDES FREE BRAKE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER WHILE DRIVING HAULING TRAILERS, TRANSMISSION FELT AS IF IT WENT INTO NEUTRAL TRUCK WONT ACCL, MESSAGE 4WD NOT AVAILABLE. PULLED OVER VEHICLE WONT MOVE FORWARD, DOES GO INTO REVERSE. TRUCK TOWED HERE

(Claim) Cause:

[redacted] FOR THE TRANSMISSION[redacted] TO CHECK THE K1 CLUTCH SNA P RING. REMOVED THE TRANSMISSION AND DISASSEMBLED TO INSPECT. FOUND THAT THE K1 SNAP RING HAD FAILED . REPLACED THE [redacted] ASSEMBLE AND THE INPUT SHAFT SEALS AND BEARINGS. FILLED AND TEST DROVE

(Claim) Correction:

[redacted] FOR THE TRANSMISSION[redacted] TO CHECK THE K1 CLUTCH SNA P RING. REMOVED THE TRANSMISSION AND DISASSEMBLED TO INSPECT. FOUND THAT THE K1 SNAP RING HAD FAILED . REPLACED THE [redacted] ASSEMBLE AND THE INPUT SHAFT SEALS AND BEARINGS. FILLED AND TEST DROVE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	2022	**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**	$7,438.21	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	TAYLOR CHRYSLER DODGE INC	**Zone**	[redacted]
Address	1497 N STATE ROUTE 50 , BOURBONNAIS, IL 60914				

Condition Information

Condition	[redacted]	[redacted]	Failure	[redacted] Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted] RING	1	X	8.29	[redacted]
A	[redacted]	Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		49.58	[redacted]
A	[redacted] T	Module, [redacted] ; Module, [redacted] Includes [redacted] Routine			[redacted] AA	[redacted]	1		122.88	[redacted]
A	[redacted] T	Module, [redacted] ; Module, [redacted] Includes [redacted] Routine			[redacted]	SEAL	1		28.44	[redacted]
A	[redacted] T	Module, [redacted] ; Module, [redacted] Includes [redacted] Routine			[redacted]	O-RING	1		30.35	[redacted]
A	[redacted] T	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		37.06	[redacted]
A	[redacted] T	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted] B	[redacted]	1		10.36	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4			[redacted]	[redacted]	1	X	8.29	$93.77

		pick-up only								
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		49.58	$93.77
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		28.44	$93.77
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		10.36	$93.77
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1	X	8.29	$31.26
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		49.58	$31.26
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	SNAP RING	1	X	[redacted]	
A	851STATE	State Labor Allowance			[redacted]	GASKET	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	FILTER	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	SEAL	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	O-RING	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	GASKET	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	SNAP RING	1		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	6		[redacted]	[redacted]
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	[redacted]			
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	7014.61	$609.49
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		23.88	$609.49
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	8		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	7014.61	$62.51
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	7014.61	$31.26
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		112.76	$31.26
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	8		112.76	$93.77
B	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	
B	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	8		[redacted]	
B	851STATE	State Labor Allowance			[redacted]	TRANSMISS	1	X	[redacted]	
B	851STATE	State Labor Allowance			[redacted]	BOLT	6		[redacted]	

B	[redacted]	State Labor Allowance			[redacted]	FLUID AFT	8		[redacted]	[redacted]4

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Codes for gear incorrect ratio there is a [redacted] in regard to [redacted] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] AFTER PERFORMING TSB FOR TRANS, TRANS IS SLIPPING IN OVERDRIVE

(RO) Cause:

METAL AND [redacted] [redacted] TRANS INTERNAL

(RO) Correction:

[redacted] METAL AND [redacted] [redacted] VEHICLEWOULD NOT MOVE IN DRIVE. TRIED MOVING BUT WASSLIPPING. WOULD GO INTO REVERSE BUT SLAMMEDIN. PUSHED VEHICLE AND CHECKED FLUID LEVEL.LEVEL WAS GOOD. HAD GEAR RATIO [redacted] AND [redacted]. DROPPED [redacted] AND FOUND METAL [redacted] FLUID. CONTACTED [redacted] AND THEYADVISED DOING TSB FOR K1 AND [redacted] SNAPRING. REMOVED TRANSMISSION AND TORE DOWNTRANS K1 SNAP RING FELL OUT. INSPECTEDCLUTCHES AND BEARING AND THEY WERE GOOD.REPLACED SNAP RING AND PUT TRANS BACKTOGETHER. CHANGED FILTER AND [redacted] GASKET.FILLED TO PROPER LEVEL AND PERFORMED [redacted]FLASH AND TRANS QUICKLEARN. TEST DROVE ANDVEHICLE SHIFTED FINE BUT [redacted]. Transmission, Remove and install for recondition -AS68RC/AS69RC K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition -AS68RC/AS69RC 4X4 equipped Transmission, Remove and install for recondition - AS68RC/AS69RC Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition -AS68RC/AS69RC [redacted] propeller shaft equipped STATE LABOR ALLOWANCE[Module, Transmission Control ([redacted]) - ReprogramModule, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine (0 - Low Skille STATE LABOR ALLOWANCE[Multi-point inspection (according to maintenanceinterval) NO PARTS CURRENTLY AVAILABLE MISCELLANEOUS ADJUSTMENTS [redacted] TRANS INTERNAL VERIFIED TRANSSLIPPING IN OVERDRIVE GEARS. REMOVED TRANSAND DISASSEMBLED. [redacted] [redacted] FULL OF METALDEBRIS AND BRASS. FOUND CLUTCH AND STEELFRICTION PLATES SCORCHED. METAL SENTTHROUGHTO

(RO) Technical Notes:

INTERNAL TRANSMISSION FAILIURE ILL ISSUE WITH TRANSMISSION---NEC. TO REPLACE. LINE A AND LINE B ARE 2 SEPARATE REPAIRS---NO OVERLAP

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CODES FOR GEAR INCORRECT RATIO THERE IS A TSB TRANSMISSION IS MSLIPPING [redacted] IN REGARD TO [redacted]

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE METAL [redacted] [redacted] VEHICLE WOULD NOT MOVE IN DRIVE. TRIED MOVING BU T WAS SLIPPING. WOULD GO INTO REVERSE BUT SLAMMED IN. PUSHED VEHICLE AND CHEC KED FLUID LEVEL. LEVEL WAS GOOD. HAD GEAR RATIO [redacted] AND [redacted]. DROPPED [redacted] AND FOUND METAL [redacted] FLUID. CONTACTED [redacted] AND THEY ADVISED D OING TSB FOR K1 AND [redacted] SNAP RING. REMOVED TRANSMISSION AND TORE DOWN T RANS [redacted] SNAP RING FELL OUT. INSPECTED CLUTCHES AND BEARING AND THEY WERE GOOD . REPLACED SNAP RING AND PUT TRANS BACK TOGETHER. CHANGED FILTER AND [redacted] GASK ET. FILLED TO PROPER LEVEL AND PERFORMED [redacted] FLASH AND TRANS QUICKLEARN. TEST DROVE AND VEHICLE SHIFTED FINE BUT [redacted] WAS SLIPPING.

(Claim) Correction:

REPLACED TRANSMISSION ASSY METAL AND BRASS IN [redacted] VEHICLE WOULD NOT MOVE IN DRIVE. TRIED MOVING BU T WAS SLIPPING. WOULD GO INTO REVERSE BUT SLAMMED IN. PUSHED VEHICLE AND CHEC KED FLUID LEVEL. LEVEL WAS GOOD. HAD GEAR RATIO [redacted] AND [redacted]. DROPPED [redacted] AND FOUND METAL [redacted] FLUID. CONTACTED [redacted] AND THEY ADVISED D OING TSB FOR K1 AND [redacted] SNAP RING. REMOVED TRANSMISSION AND TORE DOWN T RANS [redacted] SNAP RING FELL OUT. INSPECTED CLUTCHES AND BEARING AND THEY WERE GOOD . REPLACED SNAP RING AND PUT TRANS BACK TOGETHER. CHANGED FILTER AND [redacted] GASK ET. FILLED TO PROPER LEVEL AND PERFORMED [redacted] FLASH AND TRANS QUICKLEARN. TEST DROVE AND VEHICLE SHIFTED FINE BUT [redacted] WAS SLIPPING.

Warranty Claim Report

Vehicle Information

[redacted]	[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	F - Service Contract	**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 [redacted]		**Failure**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	[redacted] **Expense**	**Expense**
[redacted]	Maintenance Interval - [redacted]; To be used every [redacted] Intervals	MC	MAINTENANCE CARE						[redacted]
[redacted]	Loaner Car ; [redacted] Rental, Service Contract								[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE PULLS TO THE RIGHT, STATES THIS ISSUE WAS PRESENT BEFORE HE PUT ON AFTERMARKET WHEELS/TIRES CUSTOMER STATES, PROGRAM KEY REMOTE, CUSTOMER PROVIDED KEY Multi-point inspection (according to maintenance interval) CUSTOMER STATES DRIVERS FRONT SEAT SINKS ABOUT [redacted] LOWER THEN THEPASSENGER FRONT SEAT, FEELS LIKE SOMETHING IS WRONG WITH SEAT ALTERNATE TRANSPORTATION IS NOT COVERED UNDER [redacted] WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM RODEO CJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____

(RO) Cause:

F

(RO) Correction:

[redacted] THERE IS NO ADJUSTMENT TO COMPENSATEFOR DRIFT TO RIGHT OR LEFT. DRIFT DURING TESTDRIVE WAS NOT ABNORMAL TO VEHICLE. ALTHOUGHTHERE MAY BE A TIRE DRIFT. THERE IS A TIRE ORBALANCE PROBLEM. THE STEERING WHEEL SHAKES ATHIGHER SPEEDS INDICATING INCORRECT BALANCE OFBAD TIRE INFORMATION ONLY [redacted] PROGRAMMED CUSTOMER SUPPLIED FOB,NOW FUNCTIONS OPERATE AT THIS TIME. CUSTOMER STATES, PROGRAM KEY REMOTE Multi-point inspection (according to maintenanceinterval) [redacted] Inspection [redacted] INSPECTED SEAT SPRINGS AND FRAME ANDFOUND NO ISSUES, RECOMMEND NEW SEAT CUSHION. PART ORDERED. The required part to repair your vehicle is not available in the [redacted] area. You will be notified by phonewhen the part arrives, unfortunately due to current conditions, partsare taking longer than normal. Thank you for your understanding. The required part to repair your vehicle is not available in the [redacted] area. You will be notified by phone when the part arrives, unfortunately due to current conditions, parts are taking longer than normal. Thank youfor your understanding. ALTERNATE TRANSPORTATION IS NOT COVERED UNDER [redacted] WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM RODEO CJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____ RENTAL ALTERNATE TRANSPORTATION IS NOT COVERED UNDER [redacted]

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[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]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1414.05	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		42.00	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		394.93	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		41.23	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1414.05	$45.37

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	6		27.74	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BEARING	1		42.00	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	WASHER	1		9.34	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	4		31.98	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

INITIAL DIAGNOSIS, VEH TESTING PREPARE ESTIMATE PERFORM RECALL

(RO) Cause:

NA

(RO) Correction:

No parts for 22my

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON, HAS POOR ACCELERATION AND JERKS WHEN PUT IN OR OUT OF GEARS

(Claim) Cause:

VERIFIED CONCERN, SCANNED AND FOUND [redacted], FOUND [redacted] PERTAINING TO CONCERN, REMOVED AND DISASSEMBLED TRANSMISSION AND FOUND THE K1 SNAP RI NG DISLODGED AND DAMAGED THE K1 AND K2

(Claim) Correction:

PERFORMED REPAIRS AS OUTLINED IN [redacted], ASSEMBLED AND INSTALLED TRANSMI SSION, FILLING TO SPEC, TEST DROVE, CONCERN CORRECTED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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**	$1,601.98	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	LITHIA DODGE OF BILLINGS	[redacted]
Address	2229 KING AVENUE WEST , BILLINGS, MT 59102		

Condition Information

Condition		Desc	Failure	Failure	Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	6		90.69	$91.48
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	FLUID AFT	2		122.52	$91.48
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	LUBRICANT	1		47.[redacted]	$91.48
[redacted]		Transmission, Remove and install for recondition [redacted] ; Remove and install for recondition			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] ; Remove and install for recondition			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	[redacted]			[redacted].22	[redacted]
A	21000A01	Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	FLUID AFT	6		90.69	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	2		122.52	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	LUBRICANT	1		47.[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Complete	ES		[redacted]	[redacted]T	1	X	[redacted]	[redacted]

		Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			SEALER	1		10.22	$884.27
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	LUBRICANT	1		47.74	$884.27
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEALER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEALER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	6		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEALER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	LUBRICANT	1		[redacted]	[redacted]
A	[redacted]	State Labor Allowance			[redacted]	BOLT	6		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	SEALER	1		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	LUBRICANT	1		47.74	$609.84

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISSION ONLY MOVES IN REVERSE, ADVISE

(Claim) Cause:

K1 CLUTCH SNAP RING

(Claim) Correction:

VERIFIED CONCERN, REMOVE TRANSNISSION PAN AND INPECTED FOUND FLUID CLEAN AND F REE OF METAL, REMOVE TRANSMISSION AND DISASSEMBLED FOR INPECTION. FOUND K1 C LUTCH SNAP RING BLOWN OUT, REPLACED K1 CLUTCH HUB ASSEMBLY AND ALL PARTS INC LUDED IN REPAIR KIT AND REASSEMBLE UNIT. REINSTALLED TRANS USING NEW FLEXPLA TE BOLTS, FILLED FLUID AND ALSO TOPPED TRANSFERCASE FLUID THAT WAS LOW ON RE ASSEMBLY. CLEARED DTCS AND TEST DROVE AND VERIFIED SHIFTING PROPERLY

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$7,373.29	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
[redacted]	[redacted]		

Condition Information

Condition			Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]										
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]			24.82	$34.02
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]			28.61	$34.02

A	[redacted]	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		[redacted]
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE CEL IS ON (Perform DTC Inspection) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) all green

(RO) Cause:

found that the truck had no forward gears and determined that it was due the the [redacted] snap ring coming out or breaking. found the service bulletin [redacted] that lead to replacing the K1 snap ring and clutch. parts tor repair the [redacted] are not available. received authorization to replace the transmission assembly mpvi

(RO) Correction:

replaced the transmission assembly due to the urgency of getting the truck returned to the customer and due to the back ordered parts to repair the transmission. had to removed [redacted] and DEF tankk to be able to remove the transmission [redacted] Transmission, Replace - automatic - Replace [redacted] Transmission DEF equipped [redacted] [redacted] pick-up only--[redacted] Transmission, Replace - automatic [redacted] equipped---[redacted] Transmission, Replace - automatic Skid plate equipped---[redacted] Transmission, Replace - automatic [redacted] shaft equipped-[redacted] no parts available complete

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CEL IS ON (PERFORM DTC INSPECTION) REP ADDED NOTES F OR TRANSMISSION REPLACEMENT

(Claim) Cause:

FOUND THAT THE TRUCK HAD NO FORWARD [redacted] DETERMINED | | THAT IT WAS DUE THE THE [redacted] SNAP RING COMING OUT OR | | BREAKING. FOUND THE SERVICE BULLETIN [redacted] THAT LEAD TO | | REPLACING THE [redacted] SNAP RING AND CLUTCH. PARTS TOR REPAIR THE | | [redacted] ARE NOT AVAILABLE. RECEIVED AUTHORIZATION TO | | REPLACE THE TRANSMISSION ASSEMBLY

(Claim) Correction:

REPLACED THE TRANSMISSION ASSEMBLY DUE TO THE URGENCY OF | | 2. ORIG GETTING THE TRUCK RETURNED TO THE CUSTOMER AND DUE TO THE | | 3. BACK ORDERED PARTS TO REPAIR THE TRANSMISSION. HAD TO | | 4. REMOVED [redacted] DRIVE SHAFTS AND DEF TANKK TO BE ABLE TO REMOVE | | 5. THE TRANSMISSION | | 6[redacted] TRANSMISSION, REPLACE - AUTOMATIC - REPLACE | | 7. [redacted] TRANSMISSION DEF EQUIPPED [redacted] [redacted] P ICK-UP | | 9. ONLY-[redacted] | | [redacted] TRANSMISSION, REPLACE - AUTOMATIC [redacted] /AWD | |11. EQUIPPED-[redacted] | | [redacted]

TRANSMISSION, REPLACE - A UTOMATIC SKID PLATE | |13. EQUIPPED-[redacted]R | |[redacted] TRANSMISSION, REP LACE - AUTOMATIC [redacted]E | |15. [redacted] SHAFT EQUIPP ED-[redacted]

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]	***Total Paid***	[redacted]

Dealer Information

Code	60539	***Name***	[redacted] RAM	***Zone***	66	[redacted]	
Address	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162						

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted]				[redacted]
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] RECALL [redacted] Replace Relay, Intake AirHeater [redacted] CUSTOMER STATES VEHICLE WILL NOT GO INTODRIVE 820 Found vehicle to have noengagement concern in drive and reverse withP0731 dtc present. Removed transmission oilpan for inspection and found excessivemetal/debris indicating multiple componentsdestroyed. Attempted to perform tsb [redacted] found that replacement of thetransmission assembly is necessary tocompletely correct customer concern. Removedand replaced transmission assembly,transmission oil cooler and oil cooler linesdue to metal/debris, verified fluid level,performed quick learn, test drove; no furtherissues

(RO) Technical Notes:

[redacted] JUSTIFI CATION WHY WAS [redacted] WAS NOT FOLLOWED FOR THIS REPAIR , PLEASE ADJUST THE DIFFERENCE IN TOTALS TAB 2) REDUCE RENTAL TO [redacted] AS THAT IS ALL THA T IS SUPPORTED BASED ON 2RENTAL AGREEMENT , PART BACK ORDER DETAILS, WITH [redacted] END(S). SEE WARRANTY BULLETIN [redacted] THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT MA [redacted], INCLUDE VIN & CONCERN.,

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES VHEICLE IS NOT GOING INTO GEAR]

(Claim) Cause:

FOUND VEHICLE TO HAVE NO ENGAGEMENT CONCERN IN DRIVE AND REVERSE WITH [redacted] C PRESENT. REMOVED TRANSMISSION OIL PAN FOR INSPECTION AND FOUND EXCESSIVE M ETAL/DEBRIS INDICATING [redacted] DESTROYED. ATTEMPTED TO PERFORM T [redacted] AND FOUND THAT REPLACEMENT OF THE TRANSMISSION ASSEMBLY IS NECESS ARY TO COMPLETELY CORRECT CUSTOMER CONCERN.

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY, TRANSMISSION OIL COOLER AND OIL CO OLER LINES DUE TO METAL/DEBRIS, VERIFIED FLUID LEVEL, PERFORMED QUICK LEARN, TEST DROVE; NO FURTHER ISSUES

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	BIG HORN [redacted]	4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	[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**	$2,547.93	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	71	[redacted]
[redacted]	[redacted]				

Condition Information

Condition			Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	FLUID [redacted]				
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			05189966AD	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	FILTER	1		[redacted]	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	[redacted] ASSY	1	X	[redacted]	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	2		[redacted]	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID [redacted]			[redacted]	
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1		[redacted]	
[redacted]		Quick Learn ; [redacted] Transmissions only			[redacted]	[redacted] ASSY	1	X	[redacted]	[redacted]
[redacted]		Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID [redacted]				
[redacted]		Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	2		[redacted]	[redacted]
[redacted]		Quick Learn ; [redacted] Transmissions only			[redacted]	GASKET	1		[redacted]	
[redacted]		Quick Learn ; [redacted] Transmissions only			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	MI	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]

A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1		49.63	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FILTER	1		123.01	[redacted]

RO Narratives

(RO) Customer Concern:

CEL GOES ON AND OFF. AND WHEN THE LIGHT IS ON [redacted] BRAKE DOESNT WORK. CHECK AND ADVISE. LIGHT COMESON WHEN TOWING A LOAD AND THE [redacted] BRAKE IS TURNED ON. PERFORM COURTESY VEHICLE INSPECTIONINCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____ RF____ LR____ RR____) CUSTOMER STATES THERE IS STORED CODE FOR TRANS.. REMEDY NOT AVAILABLE FOR RECALL [redacted].

(RO) Cause:

NA

(RO) Correction:

[redacted] CHECK CODES [redacted] PRESSURECONTROL SOLENOID CONTROL CIRCUIT PERFORMANCEWHICH IF ACTIVE WOULD CAUSE THE [redacted] BRAKETO NOT WORK ENGINE & RELATED REPAIRS PERFORM COURTESY VEHICLE INSPECTION INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____RF____ LR____ RR____) PERFORM COURTESY VEHICLE INSPECTION INCLUDES: VISUAL INSPECTION OF VEHICLE,TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____ RF____ LR____ RR____) [redacted] HAVE CODE DID STAR CASE [redacted] WIRES ARE OKAY SAID TO REPLACEVALVE BODY REPLACED VALVE BODY FILLED WITHFLUID QUICK LEARNED TEST DROVE ALL OKAY Pan, Oil - Related Repairs - Remove and Install Aisin Transmission (2 - Skilled) Filter, Oil-Replace (MainSump) O-Ring-Skid plate equipped vehicles REFLASH TRANSMISSION PAN REPAIRS TO AISIN Filter, Oil-Replace (MainSump) O-Ring-Skid plate equipped vehicles REFLASH TRANSMISSION MEMO LINE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL GOES ON AND OFF. AND WHEN THE LIGHT IS ON [redacted] BRAKE DOESNT WORK. CHECK AND ADVISE. LIGHT COMES ON WHEN TOWING A LOAD AND THE [redacted] BRAKE IS TURN ED ON.

(Claim) Cause:

CHECK CODE[redacted] PRESSURE CONTROL SOLENOID CONTROL CIRCUIT PERFORMANCE WHICH IF ACTIVE WOULD CAUSE THE [redacted] BRAKE TO NOT WORK HAVE CODE DID STA R CASE [redacted] WIRES ARE OKAY SAID TO REPLACE VALVE BODY

(Claim) Correction:

REPLACED VALVE BODY FILLED WITH FLUID QUICK LEARNED TEST DROVE ALL OKAY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	CAB	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]	[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

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162				

Condition Information

Condition	[redacted]		Failure	Failure [redacted]	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	8169.93	$115.80
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		178.98	$115.80
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]Y	1		162.55	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]B	TRANSMISS	1	X	8169.93	$38.60
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	$38.60
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]E	[redacted]Y	1		162.55	$38.60
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		178.98	$38.60
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	8169.93	$115.80

A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	LINESASSY	1		162.55	$115.80
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TOC ASSY	1		[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	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	LINESASSY	1		162.55	$135.10
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		178.98	$135.10
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	LINESASSY	1		162.55	$347.40
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	COOLER	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	LINESASSY	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	LINESASSY	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TOC ASSY	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] RECALL [redacted] Replace Relay, Intake AirHeater [redacted] CUSTOMER STATES VEHICLE WILL NOT GO INTODRIVE [redacted] Found vehicle to have noengagement concern in drive and reverse withP0731 dtc present. Removed transmission oilpan for inspection and found excessivemetal/debris indicating multiple componentsdestroyed. Attempted to perform tsb 21-002-23and found that replacement of thetransmission assembly is necessary tocompletely correct customer concern. Removedand replaced transmission assembly,transmission oil cooler and oil cooler linesdue to metal/debris, verified fluid level,performed quick learn, test drove; no furtherissues

(RO) Technical Notes:

[redacted] JUSTIFI CATION WHY WAS [redacted] WAS NOT FOLLOWED FOR THIS REPAIR , PLEASE ADJUST THE DIFFERENCE IN TOTALS TAB 2) REDUCE RENTAL TO [redacted] AS THAT IS ALL THA T IS SUPPORTED BASED ON 2RENTAL AGREEMENT , PART BACK ORDER DETAILS, WITH [redacted] END(S). SEE WARRANTY BULLETIN [redacted]. THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT MA [redacted], INCLUDE VIN & CONCERN.,

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES VHEICLE IS NOT GOING INTO GEAR]

(Claim) Cause:

FOUND VEHICLE TO HAVE NO ENGAGEMENT CONCERN IN DRIVE AND REVERSE WITH [redacted] C PRESENT. REMOVED TRANSMISSION OIL PAN FOR INSPECTION AND FOUND EXCESSIVE M ETAL/DEBRIS INDICATING [redacted] DESTROYED. ATTEMPTED TO PERFORM T [redacted] AND FOUND THAT REPLACEMENT OF THE TRANSMISSION ASSEMBLY IS NECESS ARY TO COMPLETELY CORRECT CUSTOMER CONCERN.

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY, TRANSMISSION OIL COOLER AND OIL CO OLER LINES DUE TO METAL/DEBRIS, VERIFIED FLUID LEVEL, PERFORMED QUICK LEARN, TEST DROVE; NO FURTHER ISSUES

Warranty Claim Report

Vehicle Information

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

[redacted]	**Name**	[redacted]	**Zone** 42
Address	4239 W VIENNA RD , CLIO, MI 48420		

Condition Information

Condition	[redacted] Desc	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	7203.69	$94.88
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION

(RO) Cause:

Transmission has internal failure - catastrophic

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - 4x4 Equipped; [redacted] - Skid Plate Equipped; [redacted] - [redacted] Propeller Shaft; [redacted] - REPAIR REQUEST FOR TRANSAXLE [redacted]; [redacted] - A/T DRILL EXTRACT AND TAP EXHAUST FLANGE FASTNER[redacted] - BROKEN ON BOTH SIDES. AT DRILL EXTRACT AND TAP [redacted] - BROKEN BOLTS HOLDING TRANS COMBO COOLER

(RO) Technical Notes:

HARSH SHIFT FROM TAKE OFF AND FREE REVS IN [redacted] K1 REPAIR

GCS Narratives

(Claim) Customer Concern:

CS THAT THE VEHICLE HAS HARSH SHIFT WHEN PUT IN GEAR AND FREE REVS IN [redacted]

(Claim) Cause:

TRANSMISSION HAS INTERNAL FAILURE - CATASTROPHIC INTERNAL FAILURE WHEN K1 SNAP RING DISLODGED - SOP NEW COMPLETE TRANSMISSION DUE TO NO PARTS AVAILABLE - ALL INTERNAL PARTS NOT AVAILABLE.

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY - COMPLETE NEW UNIT WITH NEW TORQUE CONVERTOR. TRANS FILLED FROM FACTORY NO FLUID REQUIRED - [redacted] ENGINE, [redacted] EQUIP PED - DEF TANK EQUIPPED.

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] OF [redacted]
Address	2551 STATE ROUTE 40 , GREENWICH, NY 12834		

Condition Information

Condition Code	[redacted]	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted]	LOP Expense
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	RF				[redacted]

RO Narratives

(RO) Customer Concern:

***WARNING: RAPID RESPONSE TRANSMITTAL (RRT) [redacted] MUST BE PERFORMED. REFER TO THE RRT DOCUMENT FOR REPAIR PROCEDURES.

(RO) Cause:

NA

(RO) Correction:

REPROGRAMMED

(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**	[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**	$7,469.39	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	FLOWER MOTOR CO INC	[redacted]
Address	2580 N TOWNSEND , MONTROSE, CO 81402		

Condition Information

Condition	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	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]	FLUID AFT	1		14.45	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	CHECK [redacted] /SERVICE SO	[redacted]	COOLER	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	CHECK [redacted] /SERVICE SO	[redacted]	FLUID AFT	1		14.45	[redacted]
[redacted]		Transmission, Replace - automatic ; Skid plate equipped		[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped		[redacted]	COOLER	1		263.52	$61.00
[redacted]		Transmission, Replace - automatic ; Skid plate equipped		[redacted]	FLUID AFT	1		14.45	$61.00
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped		[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped		[redacted]	COOLER	1		263.52	[redacted]
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped		[redacted]	FLUID AFT	1		14.45	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 [redacted]		[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]		[redacted]	COOLER	1		263.52	$274.48
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 -		[redacted]	FLUID AFT	1		14.45	$274.48

		Skilled)								

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE ARE NO FORWARD GEARS IT ONLY GOES INTO REVERSE.

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. NO FORWARD [redacted] GEAR SHIFT INCORRECT RATIO. FOUND METAL IN PAN TRANSMISSION AND COOLER. NEED REPLACED. SUBMITTED TO P OWERTRAIN, POWERTRAIN APPROVED TRANSMISSION AND COOLER REPLACEMENT.

(Claim) Correction:

REPLACED TRANSMISSION AND COOLER. TEST DROVE VEHICLE, SHIFTS PROPERLY. NO CODE RETURN.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	MEGA CAB 4X4	
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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	LITHIA DODGE OF [redacted] ANCHORAGE	**Zone**	[redacted]
Address	9600 OLD SEWARD HIGHWAY , ANCHORAGE, AK 99515				

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	[redacted] Expense
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] AISIN TRANSMISSION ROUGH SHIFT

(RO) Cause:

rsu

(RO) Correction:

22 Technical Service Bulletin ([redacted] Flash:Transmission [redacted] Module ([redacted]) Updates.18 [redacted] 05-RT Module, Transmission [redacted] - Inspected and Reprogramed [redacted] .Calibration: [redacted] NAFTAFlashing from current part number [redacted] targeted part number [redacted] . RECALLS

(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]	$0.00	**Total Paid**	[redacted]	

Dealer Information

Code	[redacted]	**Name**	BOB MOORE DODGE CHRYSLER JEEP, INC.	**Zone**	[redacted]
Address	7420 NW EXPRESSWAY , OKLAHOMA CITY, OK 73132				

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1264.32	$26.37
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		7.03	$26.37
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		31.39	$26.37
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		38.34	$26.37
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		8.32	$26.37
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	7		102.07	$26.37
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer StatesTHE CEL IS ON AND VEH WILL NOT ENGAGE INTO DRIVE WHEN SHIFTED WILLIF ACCEL PUSHED AND ENGAGES VERY HARD ADVISE] MULTIPOINT INSPECTION

(RO) Cause:

.

(RO) Correction:

transmission will not pull in any gear[redacted]-21000A62 [redacted] removed transmissionfor disassembly, found K1 clutch snap ringdislodged. replaced K1 clutch assembly andreinstalled transmission. E 0 insp complete MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES THE CEL IS ON AND VEH WILL NOT ENGAGE INTO DRIVE WHEN SHIFTED WILL IF ACCEL PUSHED AND ENGAGES VERY HARD ADVISE]

(Claim) Cause:

TRANSMISSION WILL NOT PULL IN ANY GEAR

(Claim) Correction:

REMOVED TRANSMISSION FOR DISASSEMBLY, FOUND [redacted] SNAP RING DISLODGED. R EPLACED [redacted] ASSEMBLY AND REINSTALLED TRANSMISSION.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	PERFORMANCE CHRYSLER DODGE JEEP	**Zone**	[redacted]
Address	[redacted]				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]
[redacted]	[redacted]	Module, diesel engine control ; Reset Module Unit to Clear Active Concern/Issue	NS	NO START	
A	[redacted]	Module/Pump, Fuel			

RO Narratives

(RO) Customer Concern:

MULTIPOINT INSPECTION CUSTOMER STATES CUSTOMER REQUESTS PERFORM RECALL PER CHRYSLER

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] RECONFIGURATION PCM NOT PERFORMED AT PREVIOUS DEALER/REPAIR CORRESPONDENCE//

GCS Narratives

(Claim) Customer Concern:

ENGINE SPINS BUT NO START

(Claim) Cause:

VERIFIED NO START // FOUND FUEL RAIL PRESSURE AT [redacted]--COMMANDED TO [redacted] & R FRONT FUEL FILTER--NO FUEL//INSPECTED FUEL SENSORS--FRONT AT [redacted]-EMPTY//REAR AT [redacted]//COMMANDED FUEL LIFT PUMP ON-FRONT WORKING-RE AR NOT WORKING//ADDED FUEL TO FRONT TANK// VEHICLE STARTS

(Claim) Correction:

INSPECTED PCM CONFIGURATION --AUXILIARY TANK EQUIPPED READING FALSE //PERFORME D PCM RECONFIGURATION --AUXILIARY TANK WENT TO 'TRUE'//COMMANDED REAR FUEL PUMP--NOW OPERATING AS DESIGNED// FAILURE TO

COMPLETE RECONFIGURATION OF PC M AS PART OF [redacted] RECALL AT PREVIOUS DEALERSHIP MAY HAVE CAUSED ISSUE-- WARRA NTY ADMIN ASKED WIC FOR ASSISTANCE IN CHOOSING LOP FOR THIS FAILURE// INST RUCTED TO USE [redacted]

Warranty Claim Report

Vehicle Information

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

[redacted]	***Name***	[redacted]	***Zone*** [redacted]
Address	13355 SW 137TH AVE , MIAMI, FL 33186		

Condition Information

Condition [redacted]	[redacted]	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***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:

Thank you for being a [redacted] VIP Rewards Benefits [redacted] Cash on paid services customer. REMOVE ALL VALUABLES AND PERSONAL BELONGINGS- [redacted] WILL NOT BE RESPONSIBLE FOR ITEMS LEFT IN VEHICLE. PERFORM THE MULTI-POINT INSPECTION WITH THE OWNERS APPROVAL General Concern #1 [Customer StatesCHECK ENGINE LIGHT ON] General Concern #2 [OIL CHANGE] Customer being provided with alternate transportation. The days covered are based on there warrantyor service contract guidelines. Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] SCRATCH ON PASSENGER REAR FENDER Replace Engine Air Filter

(RO) Cause:

. .

(RO) Correction:

Thank you for being a [redacted] VIP Rewards Benefits [redacted] Cash on paid services customer. REMOVE ALL VALUABLES AND PERSONAL BELONGINGS- [redacted] WILL NOT BE RESPONSIBLE FOR ITEMS LEFT IN VEHICLE. REMOVE ALL VALUABLES AND PERSONAL ITEMS- [redacted] IS NOT RESPONSIBLE FOR ITEMSLEFT IN VEHICLE. PERFORM FREE MULTI-POINT INSPECTION [redacted] WHEN I INSPECTED THE VEHICLE I FOUNDDTC [redacted] AND [redacted] PRESENT FOLLOWING THEINSTRUCTIONS OF THE SERVICE LIBRARY CHECK THEENGINE AIR FILTER, EGR SYSTEM CHECK IF IT WASOBSTRUCTED, CHECK THE TURBO HOSES AND INSPECTTHE ANTI PARTICLE FILTER AND THE CATALYST INSEARCH FOR INTERNAL OBSTRUCTIONS IN THEEXHAUST SYSTEM THE AIR FILTER WAS REPLACEDAND RE PERFORMED AN AFTERTREATMENT SYSTEMPERFORMANCE TEST WHICH WAS SATISFACTORY ANDPERFORMED A FORCED DPF REGENERATION IT WASDRIVED AND NO DTC PRESENTED Filter, particulate - Regen Stationary Regeneration w/ Scan Tool, [redacted] pick up only (2 - Skilled) PARTICLE FILTER REGENERATION [redacted] OIL AND FILTER CHANGE COMPLETE General Concern #2 [OIL CHANGE] . Customer being provided with alternate transportation. The days covered are based on there warranty or servicecontract guidelines. CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION. THE DAYS COVERED AREBASED ON

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON

(Claim) Cause:

FILTER, PARTICULATE

(Claim) Correction:

WHEN I INSPECTED THE VEHICLE I FOUND [redacted] P [redacted] AND [redacted] PRESENT FOLLOWING T HE INSTRUCTIONS OF THE SERVICE LIBRARY CHECK THE ENGINE AIR FILTER, EGR SYSTE M CHECK IF IT WAS OBSTRUCTED, CHECK THE TURBO HOSES AND INSPECT THE ANTI PART ICLE FILTER AND THE CATALYST IN SEARCH FOR INTERNAL OBSTRUCTIONS IN THE EXHAU ST SYSTEM THE AIR FILTER WAS REPLACED AND RE PERFORMED AN AFTERTREATMENT SYST EM PERFORMANCE TEST WHICH WAS SATISFACTORY AND PERFORMED A FORCED DPF REGENER ATION IT WAS DRIVED AND NO [redacted] PRESENTED

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only	ML	CHECK ENGINE/SERVICE ENGINE SO						[redacted]

RO Narratives

(RO) Customer Concern:

Thank you for being a [redacted] VIP Rewards Benefits [redacted] Cash on paid services customer. REMOVE ALL VALUABLES AND PERSONAL BELONGINGS- [redacted] WILL NOT BE RESPONSIBLE FOR ITEMS LEFT IN VEHICLE. PERFORM THE MULTI-POINT INSPECTION WITH THE OWNERS APPROVAL General Concern #1 [Customer StatesCHECK ENGINE LIGHT ON] General Concern #2 [OIL CHANGE] Customer being provided with alternate transportation. The days covered are based on there warrantyor service contract guidelines. Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] SCRATCH ON PASSENGER REAR FENDER Replace Engine Air Filter

(RO) Cause:

. .

(RO) Correction:

Thank you for being a [redacted] VIP Rewards Benefits [redacted] Cash on paid services customer. REMOVE ALL VALUABLES AND PERSONAL BELONGINGS- [redacted] WILL NOT BE RESPONSIBLE FOR ITEMS LEFT IN VEHICLE. REMOVE ALL VALUABLES AND PERSONAL ITEMS- [redacted] IS NOT RESPONSIBLE FOR ITEMSLEFT IN VEHICLE. PERFORM FREE MULTI-POINT INSPECTION [redacted] WHEN I INSPECTED THE VEHICLE I [redacted] AND [redacted] PRESENT FOLLOWING THEINSTRUCTIONS OF THE SERVICE LIBRARY CHECK THEENGINE AIR FILTER, EGR SYSTEM CHECK IF IT WASOBSTRUCTED, CHECK THE TURBO HOSES AND INSPECTTHE ANTI PARTICLE FILTER AND THE CATALYST INSEARCH FOR INTERNAL OBSTRUCTIONS IN THEEXHAUST SYSTEM THE AIR FILTER WAS REPLACEDAND RE PERFORMED AN AFTERTREATMENT SYSTEMPERFORMANCE TEST WHICH WAS SATISFACTORY ANDPERFORMED A FORCED DPF REGENERATION IT WASDRIVED AND NO DTC PRESENTED Filter, particulate - Regen Stationary Regeneration w/ Scan Tool, [redacted] pick up only (2 - Skilled) PARTICLE FILTER REGENERATION [redacted] OIL AND FILTER CHANGE COMPLETE General Concern #2 [OIL CHANGE] . Customer being provided with alternate transportation. The days covered are based on there warranty or servicecontract guidelines. CUSTOMER BEING PROVIDED WITH ALTERNATE TRANSPORTATION. THE DAYS COVERED AREBASED ON

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON

(Claim) Cause:

FILTER, PARTICULATE

(Claim) Correction:

WHEN I INSPECTED THE VEHICLE I FOUND [redacted] P [redacted] AND [redacted] PRESENT FOLLOWING T HE INSTRUCTIONS OF THE SERVICE LIBRARY CHECK THE ENGINE AIR FILTER, EGR SYSTE M CHECK IF IT WAS OBSTRUCTED, CHECK THE TURBO HOSES AND INSPECT THE ANTI PART ICLE FILTER AND THE CATALYST IN SEARCH FOR INTERNAL OBSTRUCTIONS IN THE EXHAU ST SYSTEM THE AIR FILTER WAS REPLACED AND RE PERFORMED AN AFTERTREATMENT SYST EM PERFORMANCE TEST WHICH WAS SATISFACTORY AND PERFORMED A FORCED DPF REGENER ATION IT WAS DRIVED AND NO [redacted] PRESENTED

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**	HOBLIT CHRYSLER JEEP DODGE, INC.	**Zone**	71	LOS	[redacted]
Address	801 MAIN STREET , WOODLAND, CA 95695						

Condition 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] propeller shaft equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		107.18	$876.30
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	6		25.94	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		7.48	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

AUTOMATIC TRANSMISSION PERFORM FREE MULTIPOINT VEHICLE INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION FORWARD GEAR STOPPED WORKINF

(Claim) Cause:

CUSTOMER STATES TRANSMISSION FORWARD GEAR STOPPED

(Claim) Correction:

[redacted] STARTED WITH THE REMOVAL OF THE DRIVESHAFTS FRONT AND REAR, THEN CONTIN UED WITH THE TRANSFERCASE. NEXT REMOVED THE [redacted] CONVERTER BOLTS AND THEN TH E TRANSMISSION. ONCE TRANS WAS OUT DISASSEMBLED AND INSTALLED NEW UPDATED PA RTS FOLLOWING RRT GUIDELINES AND THEN REASSEMBLED. REINSTALLED ALL REMOVED PAR TS AND ADDED FLUID. TEST DROVE TRUCK AND COMPLETED RELEARN. HAS ALL FORWARD AND REVERSE GEARS AND OPERATES AS IT SHOULD.

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***	CHRISTOPHER'S DODGE WORLD INC	***Zone***	7[redacted]
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401				

Condition Information

Condition [redacted]	[redacted]		***Failure*** [redacted]	***Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES THAT THE TRANSMISSION FEELD LIKE ITS IN LIMP MODE, TRANSMISSION WILL NOT ENGAGE AT TIMES, TRANSMISSION OVERHEAT CAME ON [redacted], TRANSMISSION ONLY WILL ENGAGE INTO DRIVE IF THERE IS A LARGE CLUNK FELT WHEN SHIFTING INTO GEAR, HAS GEAR 1 SHIFT INCORRECT RATIO CODE PRESENT, PLEASE CHECK AND ADVISE

(RO) Cause:

internally failed transmission

(RO) Correction:

[redacted] internally failed transmission 410coded for [redacted], perform auto trans diag,verified no forward engagement, found [redacted] for k1 snap ring, instructed bymopar t/a to replace transmission assy,remove transmission assy equipped with [redacted] propshaft, transfer over requiredcomponents, install new transmission,reinstall removed components, topped off,quick learn, retested ok Transmission - Replace [redacted] 4x4 Equipped Travel to Dealer LYFT [redacted] Transmission - Replace [redacted] 4x4 Equipped Travel to Dealer MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THAT THE TRANSMISSION FEELD LIKE ITS IN LIMP MODE, TRANSMISSION WI LL NOT ENGAGE AT TIMES, TRANSMISSION OVERHEAT CAME ON [redacted], TRANSMISS ION ONLY WILL ENGAGE INTO DRIVE IF THERE IS A LARGE

CLUNK FELT WHEN SHIFTING INTO GEAR, HAS GEAR [redacted] RATIO CODE PRESENT,

(Claim) Cause:

INTERNALLY FAILED TRANSMISSION

(Claim) Correction:

CODED FOR [redacted], PERFORM AUTO TRANS DIAG, VERIFIED NO FORWARD ENGAGEMENT, [redacted] D [redacted] FOR K1 SNAP RING, INSTRUCTED BY MOPAR T/A TO REPLACE TRANSMI SSION ASSY, REMOVE TRANSMISSION ASSY EQUIPPED WITH [redacted] PROPSHAFT, TRANSF ER OVER REQUIRED COMPONENTS, INSTALL NEW TRANSMISSION, REINSTALL REMOVED COMPO NENTS, TOPPED OFF, QUICK LEARN, RETESTED OK

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$1,794.80	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	51	CHICAGO
Address	, ,				

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		47.18	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		23.80	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		31.29	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		6.79	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		145.60	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		5.74	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1027.60	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		28.42	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	21000169	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		30.52	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		287.00	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-RING	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		29.96	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]				

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244579AA	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GASKET	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	GASKET	1		31.29	$456.64

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		6.79	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		32.34	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		10.01	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		30.52	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

DIAGNOSTIC

(RO) Cause:

inspected vehicle. drained transmission fluid.

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER CAN NOT SHIFT INTO GEAR CAN ONLY GO IN REVERSE TRANSMISSION NEEDS R EPAIRED

(Claim) Cause:

INSPECTED VEHICLE. DRAINED TRANSMISSION FLUID. FOUND METALLIC FLAKE CONTAMINAT ION IN FLUID. SUSPECT THE TRANSMISSION HAS AN INTERNAL FAILURE. REMOVED TR ANSMISSION FOR TEARDOWN. FOUND K1 SNAP RING HAS FAILED. CONTACTED STAR FOR REPAIR. STAR STATED TO REPLACE COMPONENTS AT THIS TIME.

(Claim) Correction:

PERFORMED K1 CLUTCH AND INPUT SHAFT ASSEMBLY REPLACEMENT AS NEEDED. NEW K1 C LUTCH/INPUT SHAFT ASSEMBLY, O RINGS, SEALS, THRUST SHIMS, AND FILLED TRANSMI SSION WITH NEW FLUID. TEST DROVE VEHICLE TO VERIFY OPERATION.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] LIMITED CREW [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**	LITHIA DODGE OF BILLINGS [redacted]
Address	2229 KING AVENUE WEST , BILLINGS, MT 59102		

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		[redacted]	$91.48
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		61.26	$91.48
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	1		61.26	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	[redacted]		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	

		[redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	851STATE	State Labor Allowance			[redacted]	FLUID AFT	2			
A	851STATE	State Labor Allowance			[redacted]	FLUID AFT	1		61.26	$1,738.04
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	1305.20	$3,290.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	1		[redacted]	
B	[redacted]	Sensor, low tire pressure ; One	48	GROUNDED OR SHORTED	[redacted]	SENSOR	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 THAT CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE. LIGHT ON FOR PASS INSIDE TIRE PRESSURE

(Claim) Cause:

INTERNAL SHORT IN SENSOR K1 CLUTCH SNAP RING DISLODGED

(Claim) Correction:

VERIFIED CONCERN, NO TRANS ENGAGEMENT IN FORWARD GEAR. TRANS FLUID IS SLIGHTLY VERIFIED, REPLACED R-INSIDE TIRE SENSOR BURNT, NO METAL. REMOVED TRANSMISSION AND DISASSEMBLED, FOUND [redacted] CLUTCH SNA P RING IS DISLODGED AND CLUTCHES ARE BURNED, REPLACED K1 ASSEMBLY AND REASSE MBLED TRANSMISSION AND ADJUSTED END PLAY TO [redacted]. REASSSEMBLE TRANS AND REIN STALLED AND CLEARED DTCS. TEST DROVE AND DTCS DID NOT RESET

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	$1,222.36	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	Failure	Failure	[redacted]	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			05019061AB	GREASE	1		56.60	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68637534AA	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68335702AD	CONVERTER	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]			[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CONVERTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		24.18	$32.60
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	4		27.88	$32.60
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	4		27.88	$32.60
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		56.60	$32.60
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		128.47	$32.60
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		14.27	$32.60
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	CONVERTER	1		3484.76	$32.60

		[redacted]C ; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CONVERTER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]		4		[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BOLT	4		[redacted]	[redacted]

[redacted]		Oil cooler/condenser ; Combo Cooler			[redacted]	GREASE	1		[redacted]	[redacted]
[redacted]		Oil cooler/condenser ; Combo Cooler			[redacted]	FLUID AFT	9		128.47	[redacted]
[redacted]		Oil cooler/condenser ; Combo Cooler			[redacted]	FLUID AFT	1		14.27	[redacted]
[redacted]		Oil cooler/condenser ; Combo Cooler			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	21252401	Oil cooler/condenser ; Combo Cooler			[redacted]	CONVERTER	1		[redacted]	
[redacted]		Loaner Car ; Loaner Car			[redacted]	[redacted]			[redacted]	
[redacted]		Loaner Car ; Loaner Car			[redacted]	COOLER	1		260.31	
[redacted]		Loaner Car ; Loaner Car			[redacted]	[redacted]			[redacted]	
[redacted]		Loaner Car ; Loaner Car			[redacted]	[redacted]			[redacted]	
[redacted]		Loaner Car ; Loaner Car			[redacted]	[redacted]			[redacted]	
[redacted]		Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
[redacted]		Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		128.47	
[redacted]		Loaner Car ; Loaner Car			[redacted]	FLUID AFT	1		14.27	[redacted]
[redacted]		Loaner Car ; Loaner Car			[redacted]	[redacted]	[redacted]			
[redacted]		Loaner Car ; Loaner Car			[redacted]	CONVERTER	1		3484.76	
[redacted]		Loaner Car ; Vehicles [redacted]			[redacted]	[redacted]			[redacted]	
A	[redacted]	[redacted] ; Standard Line [redacted]			[redacted]	COOLER	1		260.31	[redacted]
[redacted]		[redacted] ; Standard Line [redacted]			[redacted]	[redacted]			24.18	[redacted]
[redacted]		[redacted] ; Standard Line [redacted]			[redacted]	[redacted]			27.88	[redacted]
[redacted]		[redacted] ; Standard Line [redacted]			[redacted]	[redacted]			27.88	[redacted]
[redacted]		[redacted] ; Standard Line [redacted]			[redacted]	GREASE	1		[redacted]	[redacted]
[redacted]		Loaner Car ; Standard Line Vehicles [redacted]			[redacted]	FLUID AFT	9		128.47	[redacted]
[redacted]		[redacted] ; Standard Line [redacted]			[redacted]	FLUID AFT	1		14.27	[redacted]
[redacted]		Loaner Car ; Standard Line Vehicles [redacted]			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		[redacted] ; Standard Line [redacted]			[redacted]	CONVERTER	1		3484.76	[redacted]

RO Narratives

(RO) Customer Concern:

MOPAR EXPRESS LANE INSPECTION CUSTOMER STATES VEHICLE IS NOT SHIFTING PROPERLY FEELS LIKE IT IS STUCK IN [redacted] VEHICLE IS NOW NOT MOVING. WHEN PUT IN DRIVE AND TRYING TO ACCELERATE VEHICLE IS ROLLING IN REVERSE RENTAL HERTZ CUSTOMER STATES CHECK [redacted] LIGHT IS ON CUSTOMER STATES MESSAGE SHOWING FORSERVICE [redacted] SYSTEM POPPING UP ON DASH

(RO) Cause:

MAINT/INSPECTION VERIFIED TRUCK WILL NOT MOVE IN FORWARD GEARS. FLUID LEVEL IS CORRECT [redacted] [redacted]- 00 GEAR 2 ERROR. INTERNAL TRANS.TSB [redacted]A. APPLIES [redacted] CLUTCH SNAP RING DISLODGED. RELATED TO TRANS REPAIR RELATED TO JOB#B

(RO) Correction:

[redacted] MAINT/INSPECTION COMPLETE VEHICLEINSPECTION MOPAR EXPRESS LANE INSPECTIO[redacted] VERIFIED TRUCK WILL NOT MOVE IN FORWARDGEARS. FLUID LEVEL IS CORRECT [redacted] [redacted] GEAR 2 ERROR. INTERNAL TRANS. TSB [redacted] A. APPLIES K1 CLUTCH SNAP RINGDISLODGED. R+I TRAN[redacted] DIESEL [redacted] EQUIP.2 [redacted] REAR SHAFT. TEARDOWN REPLACE K1CLUTCH/SHAFT ASSEMBLY. SOME DEBRIS IN T/CONVINSTALL NEW TORQ CONV. VERIFY FRONT SHAFT ENDPLAY .022" FILL TRANS FLUID. CLEAR DTC'STSB [redacted] A LOP [redacted] 4.6HRSSHAFT LOP [redacted] [redacted] EQUIP LOP21-[redacted]-0A[redacted] [redacted] DEF EQUIP LOP [redacted] FLASH TCM AND QUICK LEARNTSB [redacted] LOP [redacted] [redacted] Transmission, Remove and install for recondition - [redacted] [redacted] propeller shaft equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition - [redacted] [redacted] equipped Transmission, Remove and install for recondition - [redacted] [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skille RENTAL [redacted] RELATED TO TRANS REPAIR SEE JOB#B FORREPAIRS [redacted] CONCER[redacted] RELATED TO JOB#B SEE JOB#B FOR REPAIRS [redacted] CONCERN

(RO) Technical Notes:

[redacted] S ENTAL ADDED TO THE SYSTEM. THANKS FOR REVIEWING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IS NOT SHIFTING PROPERLY FEELS LIKE IT IS STUCK IN 4R D GEAR VEHICLE IS NOW NOT MOVING. WHEN PUT IN DRIVE AND TRYING TO ACCELERATE VEHICLE IS ROLLING IN REVERSE

(Claim) Cause:

VERIFIED TRUCK WILL NOT MOVE IN FORWARD [redacted]. FLUID LEVEL IS CORRECT [redacted] SCAN [redacted] GEAR 2 ERROR. INTERNAL TRANS. TSB [redacted] A. APPLIES [redacted] SNAP RING DISLODGED

(Claim) Correction:

VERIFIED TRUCK WILL NOT MOVE IN FORWARD [redacted]. FLUID LEVEL IS CORRECT [redacted] SCAN [redacted] GEAR 2 ERROR. INTERNAL TRANS. TSB [redacted] A. APPLIES [redacted] SNAP RING DISLODGED. R+I TRANS 6.7 DIESEL [redacted] EQUIP. 2 PIECE REAR SHA FT. TEARDOWN REPLACE [redacted] /SHAFT ASSEMBLY. SOME DEBRIS IN T/CONV INSTALL NEW TORQ CONV. VERIFY FRONT SHAFT END PLAY .022" FILL TRANS FLUID. CLEAR DTC 'S TSB [redacted] A LOP [redacted] SHAFT LOP [redacted] -62 [redacted] EQUIP LOP [redacted] -60 [redacted] DEF EQUIP LOP [redacted] FLASH TCM AND QUICK LEARN TSB# [redacted] LOP [redacted] RT [redacted]

Warranty Claim Report

Vehicle Information

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

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]	**Zone**	[redacted]
Address	2208 BANKHEAD HWY , CARROLLTON, GA 30117				

Condition Information

Condition [redacted]		Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	[redacted] Expense
[redacted]	Maintenance Interval - [redacted] ; To be used Intervals	MC	MAINTENANCE CARE						[redacted]
[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN GENERAL CONCERN MULTI POINT INSP PERFORM MULTI POINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

unable to duplicate, proper functioning at this

(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	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	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Module, Diesel Emission Fluid System : Inspect and Reprogram [redacted] Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

ENGINE RECALL

(RO) Cause:

CHECKED FOR SERVICE [redacted] SYSTEM. HAS ACTIVE CODE

(RO) Correction:

[redacted] - DIAGNOSTIC ALLOWANCE [redacted] - DIAGNOSTIC ALLOWANCE [redacted] - DIAGNOSTIC ALLOWANCE [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES- SERVICE [redacted] LIGHT- [redacted] TO DR ATE- PLEASE ADVISE

(Claim) Cause:

CHECKED FOR SERVICE [redacted] SYSTEM. HAS ACTIVE CODE [redacted] REDUCTANT LEVEL SENSOR 1 CIRCUIT INTERMITTENT. TESTED AS PER GUIDED METHOD. CHECKED [redacted] LEVEL, DRA INED AND REFILLED [redacted] WITH [redacted]. TEST DROVE AND STILL IN COUNTDOWN. CHECK ED WIRES TO PUMP AND ARE OK. JUMPER WIRED LEVEL SENSOR AND RETURN AND GOT C ODE TO APPEAR, AS PER METHOD THE [redacted] PUMP WILL NEED REPLACEMENT.

(Claim) Correction:

REPLACED DEF PUMP AND ADDED 3 GALS OF DEF FLUID. TEST DROVE AND COUNT DOWN IS GONE. CHECKED FOR CODES AND NONE AT THIS TIME.

Warranty Claim Report

Vehicle Information

[redacted]	[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]	[redacted]	[redacted]00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	CHRYSLER		**Zone**	66[redacted]
Address	220 WEST MAY STREET , WINDER, GA 30680						

Condition Information

Condition [redacted]	[redacted]	[redacted]	**Failure** [redacted]	**Failure** [redacted]	**Number**	[redacted] **Name**	**Quantity**	**Failed**	**Expense**	**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:
FILL DIESEL EXHAUST FLUID

(Claim) Cause:
FILL DIESEL EXHAUST FLUID

(Claim) Correction:
FILL DIESEL EXHAUST FLUID

Warranty Claim Report

Vehicle Information

[redacted]	[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)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	CAPITAL CHRYSLER JEEP DODGE, LLC	**Zone**	6[redacted]
[redacted]	200 WATERFIELD RIDGE PLACE , GARNER, NC 27529				

Condition Information

Condition [redacted]	[redacted] **Desc**	**Failure Code**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
[redacted]	Diesel Exhaust Fluid System, Trouble Not Found ; Diesel Exhaust Fluid System	ML	CHECK ENGINE/SERVICE ENGINE SO						[redacted]

RO Narratives

(RO) Customer Concern:

General Concern 1 [CUSTOMER STATES CEL IS ON. CHECK AND ADVISE.] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] COMPLETE [redacted] INSPECTION REPLACE DIESEL FUEL FILTERS (2) DOCUMENT STORAGE FEE

(RO) Cause:

REPLACE DIESEL FUEL FILTERS (2)

(RO) Correction:

[redacted] VERIFIED CHECK ENGINE LIGHT WAS ONCHECKED CODES FOUND COD[redacted]0-DIESELPARTICULATE FILTER REGENERATION TOO FREQUENTSEARCHED FOR TSB AND STAR CASES FOUND NONERELATED FOLLOWED DIAG FOUND NO RELATED DTCVERIFIED NO EXHAUST LEAKS VERIFIED PROPERSEALING OF AIR CLEANER BOX VERIFIED NO OILLEAK FROM TURBO SYSTEM VERIFIED TURBOIMPELLER CLEARANCE PERFORMED CHARGE AIRTESTED ON AIR INTAKE/CHARGE AIR SYSTEM FOUNDNO LEAKS INSPECTED EGR FOR ROTATING VALVESEAT FOUND NO SIGNS OF ROTATION CHECKED THEAFTER TREATMENT DPF DIFFERENTIAL PRESSURESENSOR/HOSES FOR BLOCKAGE OR LEAKS FOUND NONECHECKED THE SOOT [redacted]PRESSURE[redacted]) SIGNALCIRCUIT FOR A SHORT TO VOLTAGE FOUND NO SHORTINSPECTED DPF FOR SINGS OF FAILING FOUND NONEPERFORMED FUEL SYSTEM RUN UP TEST FOUND NOSIGNS OF CYLINDER IMBALANCE PERFORMED AFTERTREATMENT SYSTEM TEST SYSTEM PASSED NOPROBLEM FOUND AT THIS TIME Diesel Exhaust Fluid System, Trouble Not Found- No Repair/Trouble Not Found Diesel Exhaust Fluid System ([redacted] Skilled) [redacted] RECALL NOT AVAILABLE Recall / Customer Satisfaction Notification1 [Safety Recall [redacted]- Intake Air Grid Heater Relay **] PERFORM OPEN RECALL COMPLETE [redacted] INSPECTION [redacted] REPLACED FUEL FILTERS REPLACE DIESEL FUEL FILTERS (2) DSF DOCUMENT STORAGE FEE DOCUMENT PROCESSING AND STORAGE FEE DOCUMENT STORAGE FEE MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL IS ON.

(Claim) Cause:

VERIFIED CHECK ENGINE LIGHT WAS ON CHECKED [redacted]S FOUND [redacted]-DIESEL PA RTICULATE FILTER REGENERATION TOO FREQUENT SEARCHED FOR TSB AND STAR CASES F OUND NONE RELATED FOLLOWED DIAG FOUND NO RELATED DTC VERIFIED NO EXHAUST LEA KS VERIFIED PROPER SEALING OF AIR CLEANER BOX VERIFIED NO OIL LEAK FROM TURB O SYSTEM VERIFIED TURBO IMPELLER CLEARANCE PERFORMED CHARGE AIR TESTED ON AI R INTAKE/CHARGE AIR SYSTEM FOUND NO LEAKS INSPECTED EGR FOR ROTATING VALVE S EAT FOUND NO SIGNS OF ROTATION CHECKED THE AFTER TREATMENT DPF DIFFERENTIAL PRESSURE SENSOR/HOSES FOR BLOCKAGE OR LEAKS FOUND NONE CHECKED THE SOOT DELT A PRESSURE[redacted]) SIGNAL CIRCUIT FOR A SHORT TO VOLTAGE FOUND NO SHORT INSPECT ED DPF FOR SINGS OF FAILING FOUND NONE PERFORMED FUEL SYSTEM RUN UP TEST FOU ND NO SIGNS OF CYLINDER IMBALANCE PERFORMED AFTER TREATMENT SYSTEM TEST SYST EM PASSED

(Claim) Correction:

NO PROBLEM FOUND AT THIS TIME

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted] -DODGE[redacted], IN C	***Zone***	42 [redacted]
Address	[redacted]				

Condition Information

Condition [redacted]		***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Maintenance Interval - [redacted]; To be used every [redacted] Intervals	MC	MAINTENANCE CARE						[redacted]
A	[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]

RO Narratives

(RO) Customer Concern:

DIESEL OIL CHANGE AND FILTER ([redacted]) [redacted] INSPECTION INCLUDED ([redacted]-) ([redacted]) GENERAL INSPECTION ([redacted]-) RECALL [redacted] HEATER RELAY PARTS NOT AVAILABLE NO REPAIRS MADE[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

[redacted]	[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**	$1,433.73	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	6300 KING , VENTURA, CA 93003		

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	[redacted] Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		91.47	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$36.34
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		91.47	$36.34
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		91.47	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START (RSU 1) CUSTOMER REPORTS TRANSMISSION DOES NOT [redacted] INTO GEAR CHECK AND ADVISE SET TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS PER CALIFORNIA CODE OF REGULATIONS FRONT..... REAR.....

(RO) Cause:

CHECKED FOR DTCS FOUND [redacted] GEAR 1 [redacted] INCORRECT RATIO AND [redacted] GEAR 2 [redacted] INCORRECT RATIO FOUN[redacted] REQUIRES REPLACING K1 CLUTCH KIT

(RO) Correction:

PART ON ORDER REMOVED TRANSMISSION AND INSTALLED NEW K1 CLUTCH KIT SUB ASSEMBLY PE[redacted] TOPPED OFF FLUID AND CLEARED DTCS. TEST DROVE VEHICLE AND VERIFIED REPAIRS. [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS TRANSMISSION DOES NOT [redacted] INTO GEAR CHECK AND ADVISE CUSTOMER REPORTS TRANSMISSION DOES NOT [redacted] INTO GEAR CHECK AND ADVISE CUSTOMER REPORTS TRANSMISSION DOES NOT [redacted] INTO GEAR CHECK AND ADVISE CUSTOMER REPORTS TRANSMISSION DOES NOT [redacted] INTO GEAR CHECK AND ADVISE

(Claim) Cause:

CHECKED FOR DTCS FOUND [redacted] GEAR 1 [redacted] INCORRECT RATIO AND [redacted] CHECKED FOR DTCS FOUND [redacted] GEAR 1 [redacted] INCORRECT RATIO AND [redacted] CHECKED FOR DTCS FOUND [redacted] GEAR 1 [redacted] INCORRECT RATIO AND [redacted] CHECKED FOR DTCS FOUND [redacted] GEAR 1 [redacted] INCORRECT RATIO AND [redacted]-00

(Claim) Correction:

REMOVED TRANSMISSION AND INSTALLED NEW K1 CLUTCH KIT SUB ASSEMBLY PER [redacted] REMOVED TRANSMISSION AND INSTALLED NEW K1 CLUTCH KIT SUB ASSEMBLY PER [redacted] REMOVED TRANSMISSION AND INSTALLED NEW K1 CLUTCH KIT SUB ASSEMBLY PER [redacted] REMOVED TRANSMISSION AND INSTALLED NEW K1 CLUTCH KIT SUB ASSEMBLY PER [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	15711 GULF FWY , WEBSTER, TX 77598				

Condition Information

Condition [redacted]	[redacted]	[redacted] **Desc**	**Failure** [redacted]	**Failure Desc**	**Part Number**	**Part Name**	[redacted]	[redacted]	[redacted]	[redacted] **Expense**
[redacted]		TCM Quick Learn ; [redacted] 68RFE, [redacted] Transmi[redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

Customer States TRANS IS VERY NOISY WHILE SHIFTING (Automati c Transmission Concern) (Car Wash) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) PERFORM MOPAR EXPRESS LANE INSPECTION PERFORM QC INSPECTION

(RO) Cause:

INSPECTED FLUID FOUND NO PROBLEM.FOUND NO TCM DTCs PERFORMED A TCM MODULE RESET AND QUICK LEARN, TEST DROVE VEHICLE AND NOISE IS NO LONGER PRESENT . [redacted] RECALL

(RO) Correction:

FOUND NO TCM DTCs PERFORMED A TCM MODULE RESET AND QUICK LEARN, TEST DROVE VEHICLE AND NOISE IS NO LONGER PRESENT COMPLETE RECALL NOT AVAILABLE AT THIS TIME PERFORMED MOPAR EXPRESS LANE INSPECTION COMPLETED QC INSPECTION, VEHICLE IS READY TO BE DELIVERED TO CUSTOMER. THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE.

(RO) Technical Notes:

PERFORMED QUICK LEARN PROCEDURE FOR NOISE

GCS Narratives

(Claim) Customer Concern:

Customer States TRANS IS VERY NOISY WHILE SHIFTING (Automati c Transmission Co

(Claim) Cause:

INSPECTED FLUID FOUND NO PROBLEM.FOUND NO TCM DTCs PERFORMED A TCM MODULE RESE

(Claim) Correction:
FOUND NO TCM DTCs PERFORMED A TCM MODULE RESET AND QUICK LEARN, TEST DROVE VEH

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] LIMITED CREW [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***	$746.06	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Pump, Unit ; 6.7L Diesel [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID	1		14.67	[redacted]
A	[redacted]	[redacted] Unit ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	MODULE	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID	1		14.67	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	MODULE	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] RECALL

(RO) Cause:

CHECKED FOR SERVICE DEF SYSTEM. HAS ACTIVE CODE

(RO) Correction:

[redacted] - DIAGNOSTIC ALLOWANCE [redacted] - DIAGNOSTIC ALLOWANCE [redacted] - DIAGNOSTIC ALLOWANCE 18ZD4182 - 18ZD4182

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES- SERVICE DEF LIGHT- [redacted] TO DR ATE- PLEASE ADVISE

(Claim) Cause:

CHECKED FOR SERVICE DEF SYSTEM. HAS ACTIVE CODE [redacted] REDUCTANT LEVEL SENSOR 1 CIRCUIT INTERMITTENT. TESTED AS PER GUIDED METHOD. CHECKED DEF LEVEL, DRA INED AND REFILLED DEF WITH [redacted]. TEST DROVE AND STILL IN COUNTDOWN. CHECK ED WIRES TO PUMP AND ARE OK. JUMPER WIRED LEVEL SENSOR AND RETURN AND GOT C ODE TO APPEAR, AS PER METHOD THE DEF PUMP WILL NEED REPLACEMENT.

(Claim) Correction:

REPLACED DEF PUMP AND ADDE[redacted] OF DEF FLUID. TEST DROVE AND COUNT DOWN IS GONE. CHECKED FOR CODES AND NONE AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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

[redacted]	[redacted]	***Name***	[redacted]	74	DENVER
Address	1720 HIGHWAY 2 EAST 1720 HIGHWAY 2 EAST, HAVRE, MT 59501				

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
B[redacted]	18ZD4182	Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						$23.90
A[redacted]	23ZB8181	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						$23.90

RO Narratives

(RO) Customer Concern:

teardown RSU 1 Recall / Customer Satisfaction Notification 1 labor line

(RO) Cause:

NA

(RO) Correction:

DIESEL EXHAUST FLUID

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GEN - AFTER ATTEMPTING TEST DRIVE HAD TO REMOVE TRANSMISSION AGAIN AND FOUND K GEN - CUSTOMER STATES THE TRANSMISSION WOULD SLAM INTO GEAR. LOCKED INTO [redacted] RRT - [redacted] 22MY DJD2DDDP TRUCKS 6.7L CUMMINS NO START ** EAR , AND WONT GO ABOVE [redacted]. CUSTOMER ALSO STATES THERE IS A CLUNKING IN [redacted] BURNT. REAR DIFFERENTIAL.

(Claim) Cause:

CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPA TRANS STILL HAS PROBLEM [redacted] IS GONE BUT HESITATES IN REVERSE AND WONT MOVE AT TIMES , REMOVED TRANSMISSION DISSASEMBLED TRANS COMPLETELY FOUND K2 CLUTC IGN. THIS VEHICLE MAY EXHIBIT A LONG CRANK WITH NO START [redacted] CRANK NO ST VERIFIED CONCERN, FOUND [redacted], ATTACHED TRAN DIAG WORKSHEET FOUND [redacted] TCM UPDATE FLASHED TCM FROM [redacted] TO [redacted] AB AND PCM FRO ART CONDITION. H BURNT, FOUND VALVE BODY FAULTY ALLOWING K2 CLUTCH TO SLIP M [redacted] TO [redacted] NO CHANGE CONTACTED STAR CENTER THEY SAID TO PE RFORM [redacted]. REMOVED TRANS REMOVED K1 CLUTCH FOUND SNAP RING NOT IN GV OOVE CORRECTLY REPLACED SNAP RING PER [redacted] INSTALLED TRANS BACK IN TRUCK FILL ED WITH FLUID, TRANS STILL HAS PROBLEMS [redacted] IS GONE BUT HESITATES IN REV ERSE AND WONT MOVE AT TIMES , REMOVED TRANSMISSION DISSASEMBLED TRANS COMPLE TELY FOUND K2 CLUTCH BURNT, FOUND VALVE BODY FAULTY ALLOWING K2 CLUTCH TO SL IP

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE POSITIVE BATTERY CABLE STARTER NUT AS PER R REPLACED K2 CLUTCH, INSTALLED NEW PUMP , AND VALVE BODY, DUE TO DEBRIS AND FAU APID SERVICE UPDATE [redacted] INSTRUCTIONS. DOCUMENTED THE LABOR OPERATION NUMB LTY VALVE BODY, INSTALLED NEW FILTER AND ASSEMBLED TRANS, INSTALLED IN TRUCK FILLED WITH FLUID PERFORMED QUICK LEARN TEST DROVE VERIFIED PROPER OPERATION. ER AS [redacted] AND THE TOTAL LABOR TIME AS .2. REPLACED K2 CLUTCH, INSTALLED NEW PUMP , AND VALVE BODY, DUE TO DEBRIS AND FAU LTY VALVE BODY, INSTALLED NEW FILTER AND ASSEMBLED TRANS, INSTALLED IN TRU CK FILLED WITH FLUID PERFORMED QUICK LEARN TEST DROVE VERIFIED PROPER OPERAT ION,

Warranty Claim Report

Vehicle Information

[redacted]	[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]	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	COOLER	[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 ; 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]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		268.34	$30.66
[redacted]6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]			[redacted]	
[redacted]6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	[redacted]			
[redacted]0		Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]0		Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)			[redacted]	[redacted]			[redacted]	
[redacted]0		Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	COOLER	1		[redacted]	

		Skilled)								
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]	TRANSMISS	1	X	[redacted]	[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	1		[redacted]	

RO Narratives

(RO) Customer Concern:

DRIVEABILITY CONCERN [Customer states vehicle does not go out of first gear and goes from reverse topark to drive hard check and advise] Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

[redacted] TRANSMISSION INTERNAL [redacted] FOUND [redacted] TRANSMISSION FLUID PRESSURE LOW,CHECKED FLUID LEVEL AND FOUND FULL AND NOLEAKS. FOUND VEHICLE WOULD NOT GO INTOREVERSE AND SET [redacted] GEAR RATIO ERROR INREVERSE. DRAINED TRANSMISSION FLUID AND FOUNDEXCESSIVE DEBRIS IN FLUID. REMOVED FRONT ANDREAR DRIVESHAFTS. REMOVED T-CASE ASSEMBLY.REMOVED TRANSMISSION AND DISASSEMBLED.INSPECTED AND FOUND WEAR TO FRONT PUMP. K3CLUTCH DRUM AND CLUTCHES. REPLACEDTRANSMISSION ASSEMBLY WITH NEW TORQUECONVERTER BOLTS. INSTALLED T-CASE, FRONT ANDREAR DRIVESHAFTS. CLEANED OIL COOLER LINES.RECOVERED A/C SYSTEM [redacted] AND REMOVED OILCOOLER AND REPLACED. CHARGED A/C SYSTEM[redacted] CHECKED FLUID LEVEL AND RAN VEHICLE.PERFORMED QUICK LEARN AND TEST DROVE VEHICLE.FOUND NO DTCS SETTING AND VEHICLE SHIFTINGNORMALLY. VERIFIED FLUID LEVEL HOT ANDCHECKED BYPASS VALVE OPERATION. DRIVEABILITY CONCERN [Customer states vehicle does not go out of first gear and goes from reverse to park to drive hard check and advise] Driveability Multi-point inspection (according to maintenanceinterval)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEH DID NOT GO OUT OF [redacted]. HARD GOING FROM REVERSE TO PARK TO DRIVE

(Claim) Cause:

HAD [redacted]8--TRANSMISSION FLUID PRESSURE LOW AND [redacted]-GEAR RATIO ERROR IN REVERSE. DRAINED FLUID AND FOUND EXCESSIVE DEBRIS IN FLUID. DISASSEMBLED AN D FOUND EXCESSIVE WEAR ON FRONT PUMP, K3 CLUTCH

DROM AND CLUTCHES.

(Claim) Correction:

COMPLETED [redacted] REPLACE [redacted]. REPLACED TRANS AND COOLER DUE TO CONTA MINATION. EVAC AND CHARGED AC SYSTEM, CLEARED CODES, PERFORMED QUICKLEARN AN D TEST DROVE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted]	[redacted] CREW CAB	[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**	$1,895.13	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]			**Zone**	66 [redacted]

[redacted]

Condition Information

Condition [redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Disc, clutch ; [redacted] equipped with [redacted] diesel engine			[redacted]	BOLT	6		22.79	[redacted]
[redacted]	Disc, clutch ; [redacted] equipped with [redacted] diesel engine			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]9	Disc, clutch ; [redacted] equipped with [redacted] diesel engine			[redacted]	[redacted]	1		28.97	[redacted]
[redacted]	Disc, clutch ; [redacted] equipped with [redacted] diesel engine			[redacted]	HUB	1		[redacted]	
[redacted]	Disc, clutch ; [redacted] equipped with [redacted] diesel engine			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A [redacted]9	Disc, clutch ; [redacted] equipped with [redacted] diesel engine			[redacted]	GASKET	1		[redacted]	
[redacted]	Disc, clutch ; [redacted] equipped with [redacted] diesel engine			[redacted]	[redacted]	6		80.73	[redacted]
[redacted]	Disc, clutch ; [redacted] equipped with [redacted] diesel engine			[redacted]	[redacted]	6		80.73	[redacted]
A [redacted]	Disc, clutch ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A [redacted]	Disc, clutch ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A [redacted]	Disc, clutch ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
A [redacted]	Disc, clutch ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
A [redacted]	Disc, clutch ; [redacted] equipped			[redacted]	[redacted]	[redacted]		[redacted]	
A [redacted]	Disc, clutch ; [redacted] equipped			[redacted]	GASKET	1		35.38	$113.16
A [redacted]	Disc, clutch ; [redacted] equipped			[redacted]	[redacted]	[redacted]		[redacted]	
A [redacted]	Disc, clutch ; [redacted] equipped			[redacted]	[redacted]	6		80.73	$113.16
[redacted]	Transmission ; [redacted] equipped pick-up only			[redacted]	BOLT	6		22.79	$97.00
[redacted]	Transmission ; [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1161.85	$97.00
[redacted]	Transmission ; [redacted] equipped pick-up only			[redacted]	[redacted]	1		28.97	$97.00
[redacted]	Transmission ; [redacted] equipped pick-up only			[redacted]	HUB	1		324.49	$97.00
[redacted]	Transmission ; [redacted] equipped pick-up only			[redacted]	DISC	2		[redacted]	
[redacted]	Transmission ; [redacted] equipped pick-up only			[redacted]	GASKET	1		35.38	$97.00
[redacted]	Transmission ; [redacted] equipped pick-up only			[redacted]	[redacted]	6		80.73	$97.00
[redacted]	Transmission ; [redacted] equipped pick-up only			[redacted]	[redacted]	6		80.73	$97.00
[redacted]0	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete	[redacted]	[redacted]ECT	[redacted]	BOLT	[redacted]		[redacted]	

		Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	[redacted]KIT	1	X	1161.85	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	[redacted]	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]KIT	1	X	1161.85	$32.33
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	[redacted]

A	[redacted]	[redacted] Quick Learn ; [redacted] Transmissions only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	[redacted] Quick Learn ; [redacted] Transmissions only			[redacted]	O-RING	[redacted]			
A	[redacted]	[redacted] Quick Learn ; [redacted] Transmissions only			[redacted]	HUB	1		[redacted]	
A	[redacted]	[redacted] Quick Learn ; [redacted] Transmissions only			[redacted]	DISC	2		[redacted]	
A	[redacted]	[redacted] Quick Learn ; [redacted] Transmissions only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	[redacted] Quick Learn ; [redacted] Transmissions only			05189966AD	FLUID AFT	6		80.73	$32.33
A	[redacted]	[redacted] Quick Learn ; [redacted] Transmissions only			05189966AD	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

RECALL AUTOMATIC TRANSMISSIONS CONCERN– [redacted] MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

verified concern - found cel on [redacted], found

(RO) Correction:

[redacted] QUICK LEARN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/STATES VEHICLE WILL NOT PULL

(Claim) Cause:

VERIFIED CONCERN - FOUND CEL ON [redacted]. FOUND SERVICE BULLETIN [redacted] RELATI NG TO EXACT CUSTOMER CONCERN. REMOVED TRANSMISSION FROM VEHICLE AND DISASSEM BLED. FOUND [redacted] SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE TRANS FER FOR LOWER GEARS. ALSO FOUND DAMAGE TO K2 CLUTCH HUB AND 2 K2 FRICTION DIS CS.

(Claim) Correction:

REPLACED [redacted] / INPUT SHAFT ASSEMBLY, FRONT PUMP O-RING AND GASKET, K2 CL UTCH HUB AND [redacted] K2 FRICTION DISCS. VERIFIED PROPER END PLAY. REINSTALLED TR ANS INTO VEHICLE. INSTALLED [redacted] PROPELLER SHAFT, SKID PLATE, 4X4 TRANSFE R CASE, AND DEF TANK. VERIFIED PROPER FLUID LEVEL FILL AND PERFORMED QUICK LEARN. TEST DROVE TO VERIFY REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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***	$2,170.80	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	66 [redacted]
Address	7726 NORTHPOINT BLVD , WINSTON-SALEM, NC 27106				

Condition Information

Condition [redacted]	***Desc***	***Failure***	***Failure Desc***	***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		206.44	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		206.44	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]			[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

General Concern 1 [Customer states that while towing the other day vehstopped pulling and had to tow in to us to have this looked at] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted]-Intake Air Grid Heater Relay ** No parts]

(RO) Cause:

REPAIR TRANS UNIT RECALL

(RO) Correction:

[redacted] The K1 clutch snap ring dislodged,resulting in loss of torque transfer forlower gears 1, 2, 3 and 4. FOUND [redacted]Gear 1 Shift Incorrect Ratio. FOUND [redacted] A. FOUND The K1 clutch snapring dislodged, resulting in loss of torquetransfer for lower gears. REPLACED K1 Clutch/ Input Shaft Assembly - Inspect and ReplaceSub-Assembly. [redacted] Propeller ShaftEquipped. ADDED FLUID AND PERFORMED QUICKLEARN. ROAD TEST WITH NORMAL SHIFT E [redacted] PROPELLEER SHAFT EQUIPPE[redacted] COMPLETED Multi-point inspection (according to maintenanceinterval) [redacted] VEHICLE CHECKUP WITH BATTERY TEST [redacted] NO REMEDY YET NO PARTS AVAILABLE AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE TOWING VEHICLE STOPPED PULLING

(Claim) Cause:

DUPLICATED CONCERNS OF BULLETIN [redacted] A

(Claim) Correction:

PERFORMED BULLETIN [redacted] CLUTCH SNAP RING IS DISLODGED RESULTING IN LOSS OF [redacted] E TRANSFER FOR LOWER GEARS

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] LIMITED CREW [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	, ,

Condition Information

Condition						Part Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	1	X	1488.26	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		210.87	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		41.16	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		415.66	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	BEARING	1		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	CLUTCHKIT	1	X	1488.26	$94.40
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	BEARING	1		44.20	$94.40

A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		415.66	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE DOES NOT WANT TO GO IN DRIVE AND CHE CK ENGINE LIGHT IS ON CHECK AND ADVISE (Automatic Transmissi on Concern) EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST. NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE: THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOU[redacted] USE ([redacted] OF [redacted]) RECEIVE SERVICE RELATED PORMOTIONS THROUGHOUT THE YEAR

(RO) Cause:

VERIFIED CUSTOMER CONCERN. TECH INSPECTED AND FOUN[redacted] A TECH REMOVED TRANSMISSION FOR INSPECTION AND FOUND SNAP RING DISLODGED. RECOMMENDED

(RO) Correction:

TECHNICIAN REMOVED AND REPLACED VEHICLE K1 INPUT CLUTCH ASSEMBLY UPDATED VEHICLE TCM FROM [redacted] TO [redacted] TECH ROAD TESTED VEHICLE TO ENSURE REPAIR, VEHICLE OPERATING AS DESIGNED AT THIS TIME. INSPECTION COMPLETE...SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE DOES NOT WANT TO GO IN DRIVE AND CHE CK ENGINE LIGHT I CUSTOMER STATES VEHICLE DOES NOT WANT TO GO IN DRIVE AND CHE CK ENGINE LIGHT I CUSTOMER STATES VEHICLE DOES NOT WANT TO GO IN DRIVE AND CHE CK ENGINE LIGHT I CUSTOMER STATES VEHICLE DOES NOT WANT TO GO IN DRIVE AND CHE CK ENGINE LIGHT I

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. TECH INSPECTED AND FOUN[redacted] A TECH RE VERIFIED CUSTOMER CONCERN. TECH INSPECTED AND FOUN[redacted] A TECH RE VERIFIED CUSTOMER CONCERN. TECH INSPECTED AND FOUN[redacted] A TECH RE VERIFIED CUSTOMER CONCERN. TECH INSPECTED AND FOUN[redacted]- [redacted] A TECH RE

(Claim) Correction:

TECHNICIAN REMOVED AND REPLACED VEHICLE K1 INPUT CLUTCH ASSEMBLY UPDATED VEHIC TECHNICIAN REMOVED AND REPLACED VEHICLE K1 INPUT CLUTCH ASSEMBLY UPDATED VEHIC TECHNICIAN REMOVED AND REPLACED VEHICLE K1 INPUT CLUTCH ASSEMBLY UPDATED VEHIC TECHNICIAN REMOVED AND REPLACED VEHICLE K1 INPUT CLUTCH ASSEMBLY UPDATED VEHIC

Warranty Claim Report

Vehicle Information

[redacted]	[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	$1,509.73	**Sublet**	[redacted]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure	Number	Part Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1756.10	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68456960AA	HUB	1		248.82	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		490.46	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		80.63	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SNAP RING	1		14.95	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1756.10	$71.89
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	[redacted]		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch	ZZ	SERVICE ACTION	[redacted]	BOLT	6		34.45	$1,102.34

		/ Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL - MISC TRANSMISSION MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HE HEARD A LOUD NOISE FROM UNDER VEH ICLE NOW VEHICLE WILL NOT GO INTO GEAR

(Claim) Cause:

VEHICLE WOULD NOT MOVE FORWARD. FOUND [redacted] REV. A COVERS THIS CONCERN. NEED TO INSP ECT TO SEE IF THE SNAP RING FOR THE K1 CLUTCH ASSEMB LY HAS COME APART. REMOVED UNIT AND FOUND THAT IT DID. NEED TO REPLACE THE ENTIRE K1 HUB ASSEMBLY

(Claim) Correction:

REPLACED THE [redacted] CLUTCH ASSEMBLY. VEHICLE NOW GOES TH ROUGH ALL THE GEARS WITH OUT ISSUES. NO FURTHER ISSU ES AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

[redacted]	[redacted]	*Name*	[redacted]
Address	, ,		

Condition Information

Condition [redacted]	*Desc*	*Failure*	*Failure Desc*	*Part Number*	[redacted] *Name*	*Quantity*	*Failed*	*Expense*	*Expense*
[redacted]	[redacted] Pump, Unit ; Diesel	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID	5	X	73.37	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CORRECTION ON PARTS QUANTITY

(Claim) Cause:
FLUID QTY INCORRECT NOT 1 BUT 6

(Claim) Correction:
CORRECTION ON PARTS QTY

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)**	[redacted]

Expense

Labor	[redacted]	**[redacted]let**	[redacted]	**[redacted]rt**	[redacted].00	**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	LOP Expense
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68456960AA	[redacted]			[redacted]4.60	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		36.03	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68253770AA	[redacted]	1		38.70	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68254056AB	HUB	1		363.88	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		37.99	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269568AB	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	BOLT	1		7.37	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	GREASE	1		59.82	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	SEAL RING	1		12.69	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269569AA	[redacted]	1		12.34	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		32.48	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	GASKET	1		39.67	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	WASHER	1		8.61	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	RACE	1		41.00	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		43.13	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253816AA	RACE	1		30.18	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269548AA	[redacted]			[redacted]5.98	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]			[redacted].77	[redacted]
A	[redacted]	Transmission ; DEF equipped			68269550AA	[redacted]			[redacted]	[redacted]

		[redacted] pick-up only								
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254056AB	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06506497AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269550AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GREASE	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		[redacted]	

		[redacted] C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			68269569AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269550AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1302.85	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		11.09	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		29.47	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		7.37	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		7.28	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		39.67	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		8.61	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		41.00	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		16.77	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		16.95	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		90.53	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		105.61	$914.71
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06511777AA	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] --- [redacted], [redacted], [redacted] NO RENTAL TAKEN AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE FORWARD

(Claim) Cause:

FOUND [redacted] GEAR RATIO ERROR.

(Claim) Correction:

REMOVE TRANS AND DISS. ASSM. AND FOUND K1 CLUTCH SNAP RING FAILED AND CLUTCH LOOSE IN HUB DAMAGING K1 CLUTCH HUB AND DRUM. REPLACED K1 CLUTCH ASSM, CLUTCH HUB AND ALL NECESSARY SEALS PER [redacted]. ADJUSTED FLUID LEVEL AND TEST D ROVE OK

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	CAB	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	[redacted]

Claim Information

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

Expense

Labor	$1,643.36	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	23777 SH 249 , TOMBALL, TX 77375				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[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]	1		[redacted]	$83.21
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft 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]	1		[redacted]	[redacted]
[redacted]6	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]6	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	[redacted]	1		[redacted]	[redacted]

		equipped								
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	1		[redacted]	[redacted]
A	[redacted]	[redacted] Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the [redacted] system is required to allow service of [redacted] non-plumbing / powertrain repair			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	[redacted] Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the [redacted] system is required to allow service of [redacted] non-plumbing / powertrain repair			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	[redacted] Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the [redacted] system is required to allow service of [redacted] non-plumbing / powertrain repair			[redacted]	COOLER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 TOOK TILL [redacted] TO START TO GO THEN GOT TO [redacted] WOULD NOT GO HAD TO PUTIT IN 4H TO GET IT TO GO CANT FEEL IT [redacted] AND THEN WHEN DOWN[redacted] INGSOUNDS LIKE TRANSFER CAS[redacted] INSTEAD OF A NORMAL DOWN[redacted] Multi-point inspection (according to maintenance interval)

(RO) Cause:

[redacted] DIAG - [redacted] [redacted] GEAR 1 [redacted] INCORRECT RATIO.INTERNAL TRANSMISSION FAILURE

(RO) Correction:

[redacted] SLIPPING GEARS THEM WON'T MOVEFORWARD /FLUID BURNT - PERFORMEDTHROUBLESHOOTING PROCEDURES FOUND INTERNALTRANSMISSION COMPONENTS FAILURE -- REPLACETRANSMISSION ASSBLY,TRANS COOLER,ADDFLUID,CHECK LEVEL - REPROGRAM [redacted] /QUICKLEARM PROCEDURES AND ROAD TESTED -- [redacted] MILES . General Concern #1 DRIVABILITY DRIVABILITY Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCER[redacted] TOOK TILL [redacted] TO START TO GO THEN GOT TO [redacted] WOULD NOT GO HAD TO PUT IT IN 4H TO GET IT TO GO CANT FEEL IT SHIFT AND THEN WHEN DOWNSHIFTING SOUNDS LIKE TRANSFER CASE SHIFT INSTEAD OF A NORMAL DOWNSHI FT

(Claim) Cause:

[redacted] [redacted] GEAR [redacted] INCORRECT RATIO. INTERNAL TRANSMIS SION FAILURE

(Claim) Correction:

SLIPPING GEARS THEM WON'T MOVE FORWARD /FLUID BURNT - PERFORMED THROUBLESHOOT ING PROCEDURES FOUND INTERNAL TRANSMISSION COMPONENTS FAILURE -- REPLACE TRAN SMISSION ASSBLY,TRANS COOLER,ADD FLUID,CHECK LEVEL - REPROGRAM AS69RC /QUICKL EARM PROCEDURES AND ROAD TESTED --

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)**	[redacted]

Expense

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

Dealer Information

Code	[redacted] **Name** [redacted]
Address	1720 HIGHWAY 2 EAST 1720 HIGHWAY 2 EAST, HAVRE, MT 59501

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		11.57	$71.71
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted] RING	1		11.24	$71.71
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted] RING	1		6.63	$71.71
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	O-RING	1		29.61	$71.71
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	GASKET	1		36.16	$71.71
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	WASHER	1		7.85	$71.71
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		39.31	$71.71
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		48.3[redacted]	$71.71
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	FLUID AFT	4		222.93	$71.71
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GREASE	1		54.52	$143.41
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] RING	1		11.57	$143.41

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269569AA	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68214914AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269568AB	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269569AA	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			06509166AA	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	BOLT	6		23.30	$525.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	SNAP [redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	O-[redacted]	1		29.61	$525.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	GASKET	1		36.16	$525.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap [redacted]	ZZ	SERVICE ACTION	[redacted]	WASHER	1		7.85	$525.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	851STATE	State Labor Allowance			[redacted]	BOLT	6		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	851STATE	State Labor Allowance			[redacted]	GREASE	[redacted]			
A	851STATE	State Labor Allowance			[redacted]	SEAL RING	1		11.57	[redacted]
A	851STATE	State Labor Allowance			[redacted]	SEAL RING	1		11.24	[redacted]
A	851STATE	State Labor Allowance			[redacted]	SEAL RING	1		6.63	[redacted]
A	851STATE	State Labor Allowance			[redacted]	O-RING	[redacted]			
A	851STATE	State Labor Allowance			[redacted]	GASKET	1		36.16	
A	851STATE	State Labor Allowance			[redacted]	[redacted]	[redacted]			
A	851STATE	State Labor Allowance			[redacted]	RACE	[redacted]			
A	851STATE	State Labor Allowance			[redacted]	BOLT	[redacted]			
A	851STATE	State Labor Allowance			[redacted]	BOLT	[redacted]			
A	851STATE	State Labor Allowance			[redacted]	GASKET	1		48.37	
A	851STATE	State Labor Allowance			[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	1.62	$23.90
C	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		48.37	[redacted]
C	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3			[redacted]
C	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	OIL PUMP	1		2620.84	[redacted]
C	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]		6.56	[redacted]
C	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] RING	1		12.86	[redacted]
C	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FILTER	1		119.88	[redacted]
C	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]	X	491.16	[redacted]
C	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	PLATE	6		324.21	[redacted]
C	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BODY ASSY	1		2175.94	[redacted]
C	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLEANER	2			[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	GASKET	1		48.37	$394.38
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	3			[redacted]

C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	OIL PUMP	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FILTER	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	DISC	6	X	[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]		6		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BODY ASSY	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	CLEANER	2		17.47	$394.38
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	GASKET	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	FLUID AFT	3		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	OIL PUMP	1		2620.84	$693.16
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	PLATE	1		116.56	$693.16
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	SNAP RING	1		12.86	$693.16
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	FILTER	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	DISC	6	X	[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]		6		[redacted]	

C	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	68445748AA	BODY ASSY	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	68621515AA	CLEANER	2		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	OIL PUMP	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FILTER	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269651AA	DISC	6	X	[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	6		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68445748AA	BODY ASSY	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68621515AA	CLEANER	2		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	OIL PUMP	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	PLATE	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FILTER	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted]				[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted]				[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BODY [redacted]	1		2175.94	[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLEANER	2		17.47	[redacted]
C	[redacted]	Valve Body ; Valve body - Replace - [redacted]C (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
C	[redacted]	Valve Body ; Valve body - Replace - [redacted] (Highly Skilled)			[redacted]	FLUID AFT	[redacted]			[redacted]
C	[redacted]	Valve Body ; Valve body - Replace - [redacted]C (3 - Highly Skilled)			[redacted]	OIL PUMP	1		[redacted]	
C	[redacted]	Valve Body ; Valve body - Replace - [redacted]C (3 - Highly Skilled)			[redacted]	PLATE	1		116.56	[redacted]
C	[redacted]	Valve Body ; Valve body - Replace - [redacted] (Highly Skilled)			[redacted]	SNAP RING	1		[redacted]	
C	[redacted]	Valve Body ; Valve body - Replace - [redacted] (Highly Skilled)			[redacted]	FILTER	1		119.88	[redacted]
C	[redacted]	Valve Body ; Valve body - Replace - [redacted]C (3 - Highly Skilled)			[redacted]	DISC	6	X	491.16	[redacted]
C	[redacted]	Valve Body ; Valve body - Replace - [redacted]C (3 - Highly Skilled)			[redacted]	[redacted]				[redacted]
C	[redacted]	Valve Body ; Valve body - Replace - [redacted] (Highly Skilled)			[redacted]	BODY [redacted]	1		2175.94	[redacted]
C	[redacted]	Valve Body ; Valve body - Replace - [redacted]C (3 - Highly Skilled)			[redacted]	CLEANER	2		[redacted]	
[redacted]	[redacted]	State Labor Allowance			[redacted]	GASKET	[redacted]			
C	[redacted]	State Labor Allowance			[redacted]	FLUID AFT	3		167.20	[redacted]
[redacted]	[redacted]	State Labor Allowance			[redacted]	OIL PUMP	1		[redacted]	
[redacted]	[redacted]	State Labor Allowance			[redacted]	PLATE	1		116.56	[redacted]
C	[redacted]	State Labor Allowance			[redacted]	SNAP RING	1		12.86	[redacted]
[redacted]	[redacted]	State Labor Allowance			[redacted]	FILTER	1		119.88	[redacted]
[redacted]	[redacted]	State Labor Allowance			[redacted]	[redacted]				[redacted]
[redacted]	[redacted]	State Labor Allowance			[redacted]	[redacted]				[redacted]
C	[redacted]E	State Labor Allowance			[redacted]	BODY ASSY	1		2175.94	[redacted]
[redacted]	[redacted]	State Labor Allowance			[redacted]	CLEANER	[redacted]			

RO Narratives

(RO) Customer Concern:

teardown [redacted] 1 Recall / Customer Satisfaction Notification 1 labor line

(RO) Cause:

NA

(RO) Correction:

DIESEL EXHAUST FLUID

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GEN - AFTER ATTEMPTING TEST DRIVE HAD TO REMOVE TRANSMISSION AGAIN AND FOUND K GEN - CUSTOMER STATES THE TRANSMISSION WOULD SLAM INTO GEAR. LOCKED INTO [redacted] T - [redacted] DJD2DDDP TRUCKS 6.7L CUMMINS NO START ** EAR , AND WONT GO ABOVE [redacted]. CUSTOMER ALSO STATES THERE IS A CLUNKING IN [redacted] BURNT. REAR DIFFERENTIAL.

(Claim) Cause:

CUSTOMER REQUESTED CAMPAIGN NUMBE[redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPA TRANS STILL HAS PROBLEM[redacted] IS GONE BUT HESITATES IN REVERSE AND WONT MOVE AT TIMES , REMOVED TRANSMISSION DISSASEMBLED TRANS COMPLETELY FOUND K2 CLUTC IGN. THIS VEHICLE MAY EXHIBIT A LONG CRANK WITH NO START [redacted] CRANK NO ST VERIFIED CONCERN, FOUND [redacted], ATTACHED TRAN DIAG WORKSHEET FOUND TSB [redacted] TCM UPDATE FLASHED TCM FROM [redacted] TO [redacted] AND PCM FRO ART CONDITION. H BURNT, FOUND VALVE BODY FAULTY ALLOWING K[redacted] TO SLIP M [redacted] TO [redacted] NO CHANGE CONTACTED STAR CENTER THEY SAID TO PE RFORM TSB2100223 . REMOVED TRANS REMOVED K1 CLUTCH FOUND SNAP RING NOT IN GV OOVE CORRECTLY REPLACED SNAP RING PER TSB INSTALLED TRANS BACK IN TRUCK FILL ED WITH FLUID, TRANS STILL HAS PROBLEMS [redacted] IS GONE BUT HESITATES IN REV ERSE AND WONT MOVE AT TIMES , REMOVED TRANSMISSION DISSASEMBLED TRANS COMPLE TELY FOUND K[redacted] BURNT, FOUND VALVE BODY FAULTY ALLOWING K[redacted] TO SL IP

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE POSITIVE BATTERY CABLE STARTER NUT AS PER R REPLACED K[redacted], INSTALLED NEW PUMP , AND VALVE BODY, DUE TO DEBRIS AND FAU APID SERVICE UPDATE [redacted] INSTRUCTIONS. DOCUMENTED THE LABOR OPERATION NUMB LTY VALVE BODY, INSTALLED NEW FILTER AND ASSEMBLED TRANS, INSTALLED IN TRUCK FILLED WITH FLUID PERFORMED QUICK LEARN TEST DROVE VERIFIED PROPER OPERATION. ER AS [redacted] AND THE TOTAL LABOR TIME AS .2. REPLACED K[redacted], INSTALLED NEW PUMP , AND VALVE BODY, DUE TO DEBRIS AND FAU LTY VALVE BODY, INSTALLED NEW FILTER AND ASSEMBLED TRANS, INSTALLED IN TRU CK FILLED WITH FLUID PERFORMED QUICK LEARN TEST DROVE VERIFIED PROPER OPERAT ION,

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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	RANDOLPH CHRYSLER JEEP INC	**Zone**	32 [redacted]
Address	572 SOUTH MAIN ST , RANDOLPH, MA 02368				

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							[redacted]
A	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] AISIN TRANSMISSION ROUGH SHIFT [redacted] DJ D2 PCM SOFTWARE UPDATE 202[redacted] RAM HEAVY DUTY GRID HEATER RELAY PERFORM CHRYSLER DODGE JEEP RAM 24 MULTI[redacted] INSPECTION

(RO) Cause:

. . COMPLIMENTARY

(RO) Correction:

INSPECTED AND REPROGRAMMED THE [redacted] INSPECTED AND REPROGRAMMED PCM , PERFORMED QUICK LEARN REPLACED GRID HEATER RELAY MULTI[redacted] INSPECTION COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [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]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	RANDOLPH CHRYSLER JEEP INC	**Zone**	32 [redacted]
Address	572 SOUTH MAIN ST , RANDOLPH, MA 02368				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] [redacted] AISIN TRANSMISSION ROUGH SHIFT [redacted] DJ D2 PCM SOFTWARE UPDATE 202[redacted] RAM HEAVY DUTY GRID HEATER RELAY PERFORM CHRYSLER DODGE JEEP RAM 24 MULTI[redacted] INSPECTION

(RO) Cause:

. . COMPLIMENTARY

(RO) Correction:

INSPECTED AND REPROGRAMMED THE TCM INSPECTED AND REPROGRAMMED PCM , PERFORMED QUICK LEARN REPLACED GRID HEATER RELAY MULTI[redacted] INSPECTION COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	71

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]	[redacted]		INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]	Transfer Case ; Skid Plate Equipped			[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]	Transfer Case ; DEF equipped [redacted] pick-up only			[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]	[redacted] Case ; [redacted]			[redacted]	TRANSFER	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

*General Concern 1 [GUEST STATES THAT THE CHECK ENGINE LIGHT IS ON AND THE VEHICLE ONLY GOES [redacted]. PLEASE CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

[redacted] INTERNAL TRANSFER CASE FAILUREPERFORMED MODULE SCAN [redacted] AND [redacted] FAULTCODES. ROAD TEST. FOUND TRANSFER CASE STUCKIN [redacted] LOW RANGE. CHECKED TRANSFERCASE FLUID LEVEL AND CONDITION. FLUID BURNTAND PLASTIC AND METAL DEBRIS IN FLUID.INTERNAL TRANSFER CASE FAILURE. REMOVED DEFTANK. REPLACED TRANSFER CASE. REASSEMBLEDVEHICLE AND ROAD TEST- VERIFIED REPAIR Transfer Case - Replace 6.7 liter diesel (2 - [redacted]) Skid Plate Equipped DEF [redacted] PROPELLER SHAFTEQUIPPED POWER TAKE/OFF ASSEMBLY-REPLACE (B) Skid Plate Equipped DEF [redacted] PROPELLER SHAFTEQUIPPED [redacted] PERFORMED VEHICLE INSPECTION REPORT Multi-point inspection (according to maintenanceinterval) PERFORM VEHICLE INSPECTION REPORT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*GENERAL CONCERN 1 [GUEST STATES THAT THE CHECK ENGINE LIGHT IS ON AND THE VEH ICLE ONLY GOES [redacted]. PLEASE CHECK AND ADVISE.]

(Claim) Cause:

PERFORMED MODULE SCAN. U0403 AND [redacted] CODES. ROAD TEST. FOUND TRANSFER CASE STUCK IN [redacted] DRIVE LOW RANGE. CHECKED TRANSFER CASE FLUID LEVEL AND CONDITION. FLUID BURNT AND PLASTIC AND METAL DEBRIS IN FLUID. INTERNAL TRAN SFER CASE FAILURE.

(Claim) Correction:

REMOVED DEF TANK. REPLACED TRANSFER CASE. REASSEMBLED VEHICLE AND ROAD TEST- V ERIFIED REPAIR

Warranty Claim Report

Vehicle Information

[redacted]	[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]	Zone	[redacted] LOS ANGELES
Address	[redacted]				

Condition Information

Condition					Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID [redacted]	3		172.34	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	PLATE	1		29.18	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID [redacted]	3		172.34	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	PLATE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID [redacted]	[redacted]		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	3		172.34	[redacted]

RO Narratives

(RO) Customer Concern:

Check Tire Pressure Multi-point inspection [DJD2DDDP TRUCKS CUMMINS NO START **] Recall / Customer Satisfaction Notification 1 [Safety Recall -Intake Air Grid Heater Relay **] CUSTOMER STATES CHECK ENGINE LIGHT IS ON / DIAGNOSE AND ADVISE ON CONCERN guest states vehicle has a hard shift and intermittently not shifting into gears. check and advise PRICE ON DRIVERS SIDE AND PASSENGERMIRROR DAMAGE/. CHECK AND ADVISE COMPLIMENTARY OIL AND FILTER CHANGESERVICE FOR -NEW OR USED VEHICLE PURCHASE. - -

(RO) Cause:

CHECK ENGINE LIGHT DIAGNOSIS TRANSMISSION CONCERN TRIM / WEATHER STRIPPING CONCERN COMPLIMENTARY OIL CHANGE SERVICE

(RO) Correction:

Check Tire Pressure PREMIER DODGE JEEP RAM OF WILLCHECK AND RESET YOUR TIRE PRESSURE TO MANUFACTURERS SPECIFICATIONS Multi-point inspection PREMIER DODGE JEEP RAM OF WILLPERFORM A COMPLIMENTARY NO CHARGE MULTI INSPECTION. SEE ADVISOR FOR DETAILS AND RECOMMENDATIONS FROM MULTI INSPECTION. customer to reschedule RSU 1 [DJD2DDDP TRUCK CUMMINS NO START **] PERFORM RR 2 parts not available for models Recall / Customer Satisfaction Notification1 [Safety Recall - Intake Air Grid Heater Relay **] RECALL performed diagnostic foundtransmission code active CUSTOMER STATES CHECK ENGINE LIGHT IS ON / DIAGNOSE AND ADVISE ON CONCERN RENTAL CUSTOMER STATES CHECK ENGINE LIGHT IS ON / DIAGNOSE AND ADVISE ON CONCERN SUBLET REPAIRS diagnosed and inspected the vehicle,found dtc active gear 1 incorrectratio, vehicle was not engaging in drive onlyreverse would engage, vehicle transmissionhad new update available for k1 and k2 clutchassembly, completed the update reassembledand installed transmission, performed quicklearn and to pcm and tcm test drovevehicle after repair vehicle drove andperformed as designed at this time. TRANSMISSION CONCERN TRIM / WEATHER STRIPPING CONCER no work performed COMPLIMEN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND THE VEHICLE IS HARD TO SHIFT

(Claim) Cause:

FOUND BROKEN SNAP RING

(Claim) Correction:

DIAGNOSED AND INSPECTED THE VEHICLE, FOUND DTC ACTIVE GEAR 1 INCORREC T RATIO, VEHICLE WAS NOT ENGAGING IN DRIVE ONLY REVERSE WOULD ENGAGE, VEHICL E TRANSMISSION HAD NEW UPDATE AVAILABLE FOR K1 AND K2 CLUTCH ASSEMBLY, COMPL ETED THE UPDATE REASSEMBLED AND INSTALLED TRANSMISSION, PERFORMED QUICK LEARN AND TO PCM AND TCM TEST DROVE VEHICLE AFTER REPAIR VEHICLE DROVE A ND PERFORMED AS DESIGNED AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] CAB [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	***Name***	EXPRESSWAY DODGE INC	[redacted]
Address	5531 E INDIANA , EVANSVILLE, IN 47715		

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted]	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Sensor, particulate matter (soot sensor) ; [redacted] diesel	FE	SYSTEM RICH OR POOR FUEL ECONO	[redacted]	SENSOR	[redacted]	X	[redacted]	
B	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] chassis only	DE	I/M TEST FAILURE	[redacted]	CONVERTER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

customer states cel is on * Quality Control Expresslane Multi Point inspection

(RO) Cause:

REPLACED DPF AND PM SENSOR

(RO) Correction:

[redacted] REPLACED DPF AND PM SENSOR PER STARRECOMMENDATION [redacted] Sensor, particulate matter (soot sensor) - Replace [redacted]7 liter diesel (1 - Semi-Skilled) Filter diesel particulate(DPF) - Replace [redacted] diesel engine, [redacted] chassis only (1 - Semi-Skilled) * Quality Control QUALITY CONTROL Expresslane Multi Point inspection Express lane multi point inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

customer states cel is on

(Claim) Cause:

REPLACED DPF AND PM SENSOR

(Claim) Correction:

REPLACED DPF AND PM SENSOR PER STAR RECOMMENDATION [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$1,807.68	[redacted]	$1,140.00	**Total Paid**	$3,591.02

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	SNAP RING	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GREASE	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two			[redacted]	FLUID AFT	9		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		29.97	$27.38
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	2		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	SNAP RING	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		59.41	$13.69
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	WASHER	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		52.71	$13.69
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	RACE	1		[redacted]	

[redacted]		Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]			
[redacted]		Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]			
[redacted]		Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	[redacted]	1		11.02	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	GREASE	1		59.41	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	GASKET	1		39.40	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	WASHER	1		8.55	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	GASKET	1		52.71	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	RACE	1		42.84	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	CLUTCHKIT	1	X	1294.04	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	FLUID AFT	9		134.87	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	FLUID AFT	9		134.87	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	FLUID AFT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

C/S REDUCE ENG POWER CAME ON AND VEH WENT INTO LIMP MODE AND IS NOT SHIFTING GEARS, WAS TOWED IN

(RO) Cause:

HAR SHIFT INTERNAL FAILURE

(RO) Correction:

[redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring (3-Highly Skilled) TP - [redacted] Propeller Shaft (3-Highly Skilled) [redacted] CAR MAINTENANCE MAINTENANCE MAINTENANCE RENTAL K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring (3-Highly Skilled) TP - [redacted] Propeller Shaft (3-Highly Skilled) [redacted] CAR MAINTENANCE MAINTENANCE MAINTENANCE SUBLET REPAIRS

(RO) Technical Notes:

[redacted], [redacted], [redacted] B/O PARTS AR ASKED TO REPLACED [redacted] CLUTCH AND FOLLOW BULLETIN [redacted]. ONCE THAT REPAIR WAS COMPLETED, THERE WAS A HARSH SHIFT FROM [redacted] AND [redacted]. STAR THEN RECOMMENDED TO TEAR BACK DOWN AND REPLACE THE K1 CLUTCH KIT. AFTER COMPLETING REPAIR AGAIN, EVERYTHING TESTS TO SPEC.

GCS Narratives

(Claim) Customer Concern:

C/S REDUCE ENG POWER CAME ON AND VEH INTO LIMP MODE AND IS NOT SHIFTING GEARS, WAS TOWED IN

(Claim) Cause:

[redacted] AND [redacted] ACTIVE. STAR RECOMMENDED BASE OFF OF GOOD FLUID AND NO METAL TO FOLLOW BULLETIN [redacted] TO REPLACE INTERNAL K1 [redacted] [redacted].

(Claim) Correction:

REPLACED K1 [redacted], REASSEMBLED TRANSMISSION TO FIND HARD SHIFT FROM [redacted] TO [redacted]. STAR THEN RECOMMENDED TO REPLACE [redacted] CLUTCH KIT [redacted]. ONCE AGAIN, RE MOVED TRANSMISSION AND REMOVE [redacted] CLUTCH KIT. REASSEMBLED, FILLED WITH PROP ER FLUID, AND TEST DROVE TO FIND NO ISSUES.

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	SOUTH POINT DODGE CHRYSLER JEEP	**Zone**	[redacted]
Address	5210 S IH 35 , AUSTIN, TX 78745				

Condition Information

[redacted]								Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]		

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:
VEHICLE HAS RECAL[redacted]

(Claim) Correction:
R&R INTAKE AIR GRID HEATER PER RECALL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] BIG [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**	[redacted] S [redacted]	**Zone**	3[redacted] [redacted]
Address	408 HARLEYSVILLE PIKE , FRANCONIA, PA 18924				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	[redacted]
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]			

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) 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 [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)***	10

Expense

Labor	[redacted]	***Sublet***	[redacted]	[redacted]	[redacted]00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	51.08	$24.51 [redacted]

RO Narratives

(RO) Customer Concern:

[redacted] DD/DP/02 AISIN TRANSMISSION [redacted] [redacted] INOP [redacted] CLUTCH SNAP RING REPAIR PARTS ON BACK ORDER [redacted] - TUCKER-) [redacted] RAM HEAVY DUTY GRID HEATER RELAY I REPLACED THE HEATER RELAY PER RECALL 13A ([redacted] - TUCKER-) [redacted] [redacted] COMPLETE [redacted] - TUCKER-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Expense

Labor	[redacted]	***Sublet***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted]				
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] AISIN TRANSMISSION GEARS [redacted] CLUTCH SNAP RING REPAIR PARTS ON BACK ORDER [redacted] - TUCKER-) [redacted] [redacted] HEAVY DUTY GRID HEATER RELAY I REPLACED THE HEATER RELAY PER RECALL 13A ([redacted] - TUCKER-) RSU- [redacted] RSU COMPLETE [redacted] - TUCKER-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	***Coverage***	[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]	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]
Address	, ,		

Condition Information

Condition [redacted]		***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

RECALL

(RO) Cause:

NEED TO COMPLETE THE [redacted] RECALL

(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]	***Year***	[redacted]	***Body***	D28R81 - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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

[redacted]	[redacted]	***Name***	PERFORMANCE [redacted]	***Zone***	[redacted]
Address	1130 AUTO MALL DRIVE , COLUMBUS, OH 43228				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***Expense***
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
A	[redacted]	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	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] BIG [redacted]
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	***Coverage***	[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

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	719 W PIKE STREET , LAWRENCEVILLE, GA 30045				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
[redacted]		Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM RECALL [redacted] PLAN REIMBURSEMENT AT [redacted]

(RO) Cause:

NA

(RO) Correction:

COMPLETE LO [redacted] COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL [redacted]

(Claim) Cause:

COMPLETE LO [redacted]

(Claim) Correction:

COMPLETE LO [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	**Year**	[redacted]	**Body**	[redacted]	CREW CAB 4X4
Build Date [redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[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]	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	LITHIA DODGE OF CORPUS CHRISTI	**Zone**	63	[redacted]
Address	4313 S STAPLES ST , CORPUS CHRISTI, TX 78411				

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall [redacted] Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM FACTORY RECALL [redacted] Ram Heavy Duty Grid Heater Rel - [redacted] PERFORM [redacted] RAPID RESPONSE TRANSMITTAL: (RRT) [redacted]

(RO) Cause:

[redacted] FACTORY RECALL [redacted] FACTORY ISSUED RAPID RESPONSE TRANSMITTAL

(RO) Correction:

[redacted] PERFORMED RECALL [redacted], REPLACED HEATERGRID RELAY [redacted] Safety Recall [redacted] Intake Air Grid Heater Relay afety Recall [redacted] Inta ke Air Grid Heater Relay [redacted] NO PARTS AVAILABLE, BACK ORDERED [redacted]. NO WORK DONE. CUSTOMER REQUESTS WE PERFORM [redacted] RAPID RESPONSE TRANSMITTAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[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	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]	51	CHICAGO
Address	, ,				

Condition Information

Condition [redacted]		[redacted] Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	08[redacted]182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]
A	[redacted]E	State Labor Allowance			[redacted]	RELAY	1	X	[redacted]
[redacted]		Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted] GRID HEATER RELAY 08-1[redacted] FLOOR PLAN REIMBURSEMENT 95-95-95-97 RSU [redacted] FLASH

(RO) Cause:

NEEDS RELAY NEEDS SOFTWARE UPDATE TO [redacted] PER RUS

(RO) Correction:

INSTALL RELAY PER RECALL LOP08[redacted]182 [redacted], [redacted] FOR A TOTAL [redacted] UPDATE FROM AND TO [redacted] TO [redacted] LOP# [redacted] .4HRS, [redacted] FOR A TOTAL [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	[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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	51
Address	, ,				

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Expense
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]
A	[redacted] E	State Labor Allowance								[redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted] GRID HEATER RELAY 08-1[redacted] FLOOR PLAN REIMBURSEMENT 95-95-95-97 [redacted] FLASH

(RO) Cause:

NEEDS RELAY NEEDS SOFTWARE UPDATE TO [redacted] PER RUS

(RO) Correction:

INSTALL RELAY PER RECALL [redacted], [redacted], [redacted] FOR A TOTAL [redacted]PDATE FROM AND TO [redacted] TO [redacted] [redacted]#[redacted], [redacted], [redacted] FOR A TOTAL [redacted]

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 4X4
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**	$0.00	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	7233 BLANDING BOULEVARD , JACKSONVILLE, FL 32244				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO POWER AND SHIFTING FUNNY. HIT OR MISS WHEN GOING INTO GEAR. VEHICLE WILL NOT ATTEMPT TO DOWNSHIFT WHEN HITTING ACCELERATOR HARDER. CUSTOMER STATES CAN SMELL COOLANT CHECK AND ADIVSE COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION. SERVICE ADVISOR WILL REVIEW RESULTS OF INSPECTION PERFORMED BY CERTIFIED TECHNICIAN

(RO) Cause:

UNABLE TO VERIFY THE CUSTOMER'S CONCERN OF NO POWER AND HARSH SHIFT AT THIS TIME. CHECKED FOR SERVICE BULLETINS, SERVICE MESSAGES, RECALLS AND SERVICE HISTORY. ROAD TESTED THE VEHICLE. PERFORMED A VISUAL INSPECTION. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND NO CURRENT RELEVANT CODES AND TO FIND NO STORED RELEVANT CODES. CHECKED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFORMED DRI[redacted]G TRANSMISSION SHIFT ADAPTATIONS. INSPECTION AND DIAGNOSTICS FOUND NO FAILED OR DEFECTIVE COMPONENTS. .technician found no evidence of a coolan leak at this time. is possible that left over fluid during another shops isntallation of the current transmission may have some left over fluid on the trans case or near the rear of the motor. technician cleaned as best as possible. operates as designed at this time.

(RO) Correction:

.NO PART REPLACEMENT OR REPAIRS PERFORMED AT THIS TIME. PERFORMED A FINAL ROAD TEST UNABLE TO VERIFY THE CUSTOMERS CONCERN, THE VEHICLE IS CURRENTLY OPERATING AS PER THE MANUFACTURERS INTENDED DESIGN. THE VEHICLE CURRENTLY OPERATING AS DESIGNED HAS ALSO BEEN VERIFIED BY THE SHOP [redacted]. IN ORDER TO OFFER THE HIGHEST FORM OF CUSTOMER SATISFACTION, THE SERVICING TECHNICIAN [redacted] OFFERS A RIDE ALONG WITH THE CLIENT IN ORDER TO LOCATE THE ISSUE. . INSPECTION PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO POWER AND SHIFTING FUNNY. HIT OR MISS WHEN GOIN

(Claim) Cause:

UNABLE TO VERIFY THE CUSTOMER'S CONCERN OF NO POWER AND HARSH SHIFT AT THIS TI

(Claim) Correction:

.NO PART REPLACEMENT OR REPAIRS PERFORMED AT THIS TIME. PERFORMED A FINAL ROAD

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	CREW CA [redacted]
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]	[redacted]

Claim Information

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

Expense

Labor	$1,286.40	**Sublet**	[redacted]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] DODGE CHRYSLER JEEP	**Zone**	[redacted]
Address	5210 S IH 35 , AUSTIN, TX 78745				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] T	1	X	1354.38	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		47.05	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	1		7.66	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted] T	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	3		47.05	$61.26
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted] T	1	X	1354.38	$40.84
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		47.05	$40.84
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted] T	[redacted]			
A	[redacted] 1	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		7.66	[redacted]

RO Narratives

(RO) Customer Concern:

(IndicatorWarning Lights - MIL) Customer states transmission will not shift forward and only has reverse (Automatic Transmission Concern) [redacted] AISIN TRANSMISSION [redacted] ([redacted] 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) PERFORM COURTESY MULTI-POINT INSPECTION

(RO) Cause:

VEHICLE HAS NO FORWARD GEARS, TSB APPLIES, K1 CLUTCH SNAP RING DISLODGED. WILL NEED TO REMOVE TRANS AND REPLACE [redacted] CLUTCH HOUSING ASSEMBLY PER TSB/[redacted] SEE J2 VEHICLE HAS RECALL [redacted] INSPECTION

(RO) Correction:

SEE LINE 2 R&R TRANSMISSION WITH: [redacted] DRIVESHAFT, SKID PLATE, DEF TANK, REPLACED [redacted] CLUTCH ASSY PER TSB/[redacted], QUICK LEARNED, SET FLUID LEVEL, TEST DROVE, CONDITION CORRECTED AT THIS TIME. FLASHED TCM, AND PCM. SEE J2 R&R INTAKE AIR GRID HEATER PER RECALL COMPLETED INSPECTION AND CUSTOMER PROVIDED WITH COPY OF MULTI-POINT INSPECTION FORM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer states transmission will not shift forward and only has reverse (Auto Customer states transmission will not shift forward and only has reverse (Auto Customer states transmission will not shift forward and only has reverse (Auto Customer states transmission will not shift forward and only has reverse (Auto

(Claim) Cause:

VEHICLE HAS NO FORWARD GEARS, TSB APPLIES, K1 CLUTCH SNAP RING DISLODGED. WILL VEHICLE HAS NO FORWARD GEARS, TSB APPLIES, [redacted] CLUTCH SNAP RING DISLODGED. WILL VEHICLE HAS NO FORWARD GEARS, TSB APPLIES, [redacted] CLUTCH SNAP RING DISLODGED. WILL VEHICLE HAS NO FORWARD GEARS, TSB APPLIES, K1 CLUTCH SNAP RING DISLODGED. WILL

(Claim) Correction:

R&R TRANSMISSION WITH: [redacted] DRIVESHAFT, SKID PLATE, DEF TANK, REPLACED [redacted] CLUT R&R TRANSMISSION WITH: [redacted] DRIVESHAFT, SKID PLATE, DEF TANK, REPLACED K1 CLUT R&R TRANSMISSION WITH: [redacted] DRIVESHAFT, SKID PLATE, DEF TANK, REPLACED K1 CLUT R&R TRANSMISSION WITH: [redacted] DRIVESHAFT, SKID PLATE, DEF TANK, REPLACED K1 CLUT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] BIG HORN CREW [redacted] 4X4
Build Date	[redacted]	***Plant***	[redacted] 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***		***Zone***	71
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
A	[redacted]	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Check Tire Pressure [redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] [redacted] [redacted] AISINTRANSMISSION ROUGH SHIFT **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Flash Software 1 [Software Flash for TCM **]

(RO) Cause:

NA

(RO) Correction:

48 SET TIRE PRESSURES Check Tire Pressure CHECK TIRE PRESURES, SET TIRES TO FACTORY SPECIFICATION, SET TIRES TO RF_____ LF_____RR_____LR_____ 48 SALES DECLINED AT THIS TIME [redacted] CUSTOMER REQUEST CHECK FOR RRT'S 48 SALES DECLINED AT THIS TIME [redacted] CUSTOMER REQUEST CHECK FOR RRT'S [redacted] REQUESTED CAMPAIGN NUMBER [redacted] PERFORMED. PERFORMED A COMPLETE VEHICLEIDENTIFICATION NUMBER STATUS INQUIRY TO FINDAND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE CANEXPERIENCE AN ENGINE COMPARTMENT FIREORIGINATING FROM THE GENERATION 1 SOLID STATEINTAKE AIR GRID HEATER RELAY. ACCESSED,REMOVED AND INSTALLED A NEW INTAKE AIR HEATERRELAY AS PER SAFETY RECALL [redacted] INSTRUCTIONS.DOCUMENTED THE LABOR OPERATION NUMBE[redacted] AND THE TOTAL LABOR TIME AS 0.2H. Recall / Customer Satisfaction Notification1 WIADVISOR RECALL 48 VERIFIED THE CUSTOMER'S CONCERN OFPERFORMED[redacted]U TSB[redacted]. FLASHED LATESTUPDATE. FINDING THE SOFTWARE IS NOT OPERATINGAS PER MANUFACTURER SPECIFICATIONS. FURTHEREXAMINATION FOUND THE SOFTWARE IS OUT OF DATEAND THE SOFTWARE NEEDS UPDATED. VERIFIED THESOFTWARE PART NUMBER AS [redacted] ACCESSEDTHE DIAGNOSTIC PORT AND REPROGRAMMED THESYSTEM WITH A FINAL SOFTWARE UPDATED PARTNUMBER OF [redacted]. DOCUMENTED THE LABOROPERATION NUMBER AS 18-19-05-RT AND THE TOTALLABOR TIME AS 0.4H. Flash Software 1 CUSTOMER REQUEST PERFORM FLASH -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[[redacted] AISIN TRANSMISSION ROUGH SHIFT **]

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF PERFORMEDD RSU TSB: [redacted]. FLASHED LAT EST UPDATE. FINDING THE SOFTWARE IS NOT OPERATING AS PER MANUFACTURER SPECIFI CATIONS. FURTHER EXAMINATION FOUND THE SOFTWARE IS OUT OF DATE AND THE SOFTWA RE NEEDS UPDATED.

(Claim) Correction:

VERIFIED THE SOFTWARE PART NUMBE[redacted] THE DIAGNOSTIC PORT AND REPROGRAMMED THE SYSTEM WITH A FINAL SOFTWARE UPDATED PART NUMBER OF 6854 [redacted]. DOCUMENTED THE LABOR OPERATION NUMBER AS [redacted]RT AND THE TOTAL L ABOR TIME AS 0.4H.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] BIG HORN CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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

[redacted]	[redacted]	**Name**	[redacted]	71	[redacted]
Address	, ,				

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

Check Tire Pressure [redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] [redacted] [redacted] DDDPD2 AISINTRANSMISSION ROUGH SHIFT **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Flash Software 1 [Software Flash for [redacted] **]

(RO) Cause:

NA

(RO) Correction:

48 SET TIRE PRESSURES Check Tire Pressure CHECK TIRE PRESURES, SET TIRES TO FACTORY SPECIFICATION, SET TIRES TO [redacted]_____ LF_____RR_____LR_____ [redacted] DECLINED AT THIS TIME [redacted] CUSTOMER REQUEST CHECK FOR [redacted]S [redacted] DECLINED AT THIS TIME [redacted] CUSTOMER REQUEST CHECK FOR [redacted]S 48 CUSTOMER REQUESTED CAMPAIGN NUMBER [redacted] PERFORMED. PERFORMED A COMPLETE VEHICLEIDENTIFICATION NUMBER STATUS INQUIRY TO FINDAND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE CANEXPERIENCE AN ENGINE COMPARTMENT FIREORIGINATING FROM THE GENERATION 1 SOLID STATEINTAKE AIR GRID HEATER RELAY. ACCESSED,REMOVED AND INSTALLED A NEW INTAKE AIR HEATERRELAY AS PER SAFETY RECALL [redacted] THE LABOR OPERATION NUMBER AS08-1[redacted] AND THE TOTAL LABOR TIME AS 0.2H. Recall / Customer Satisfaction Notification1 WIADVISOR RECALL 48 VERIFIED THE CUSTOMER'S CONCERN OFPERFORMED[redacted]U TSB[redacted]. FLASHED LATESTUPDATE. FINDING THE SOFTWARE IS NOT OPERATINGAS PER MANUFACTURER SPECIFICATIONS. FURTHEREXAMINATION FOUND THE SOFTWARE IS OUT OF DATEAND THE SOFTWARE NEEDS UPDATED. VERIFIED THESOFTWARE PART NUMBER AS [redacted]ACCESSEDTHE DIAGNOSTIC PORT AND REPROGRAMMED THESYSTEM WITH A FINAL SOFTWARE UPDATED PARTNUMBER OF [redacted]. DOCUMENTED THE LABOROPERATION NUMBER AS 18-19-05-RT AND THE TOTALLABOR TIME AS 0.4H. Flash Software 1 CUSTOMER REQUEST PERFORM FLASH -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[DDDPD2 AISIN TRANSMISSION ROUGH SHIFT **]

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF PERFORMEDD RSU TSB: . FLASHED LAT EST UPDATE. FINDING THE SOFTWARE IS NOT OPERATING AS PER MANUFACTURER SPECIFI CATIONS. FURTHER EXAMINATION FOUND THE SOFTWARE IS OUT OF DATE AND THE SOFTWA RE NEEDS UPDATED.

(Claim) Correction:

VERIFIED THE SOFTWARE PART NUMBER AS 68541283AA ACCESSED THE DIAGNOSTIC PORT AND REPROGRAMMED THE SYSTEM WITH A FINAL SOFTWARE UPDATED PART NUMBER OF 6854 . DOCUMENTED THE LABOR OPERATION NUMBER AS AND THE TOTAL L ABOR TIME AS 0.4H.

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**	$2,522.91	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	HOBLIT CHRYSLER JEEP DODGE, INC.	[redacted]	LOS [redacted]
Address	801 MAIN STREET , WOODLAND, CA 95695				

Condition 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]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253816AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1322.15	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.94	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		11.26	[redacted]

		[redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		60.70	$876.30
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		12.88	$876.30
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		7.39	$876.30
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		30.62	$876.30
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		137.80	$876.30
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION ENGINE MECHANICAL CONCERN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION IS NOT SHIFTING INTO FORWARD [redacted] CHECK AND ADVI SE

(Claim) Cause:

FOUND TRUCK TO HAVE NO FORWARD [redacted], AND AN OPEN TSB FOR THIS CONDITION. [redacted] STATES THAT A SNAP RING WILL FALL OUT OF PLACE AND CAUSE A CONDT ION THAT RESULTS IN NO FORWARD [redacted], ONL REVERSE [redacted]. FOLLOWED PRECEDURES IN TSB AND ORDERED RQUIRED PARTS AND PULLED TRUCK IN

(Claim) Correction:

[redacted] STARTED WITH RTHE REMOVAL OF THE DRIVESHAFTS FRONT AND REAR, THEN CONTI NUED WITH THE TRANSFER CASE. NEXT REMOVED THE TOUUQUE ONVERTER AND BOLTS THE N THE TRANSMISSION ONCE TRANSM WAS OUT AND DISSAMBLED AND INSTALLED NEW UPDA TED PARTS FOLLOWING RRT GUIDELINES AND THEN REASSEMBLED IN REVERSE ORDER. AD DED FLUID AND ROAD TESTED FOR FINAL OPERATION AND IS OK AT THSI TIME.

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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	HOBLIT CHRYSLER JEEP DODGE, INC.	***Zone***	[redacted] LOS ANGELES
Address	801 MAIN STREET , WOODLAND, CA 95695				

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]				[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	RACE	1		-36.57	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		-39.27	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		-369.27	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		-38.55	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68269568AB	SNAP RING	1		-11.26	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted] RING	1		-12.88	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		-7.39	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		-32.96	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION ENGINE MECHANICAL CONCERN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION IS NOT SHIFTING INTO FORWARD [redacted] CHECK AND ADVI SE

(Claim) Cause:

FOUND TRUCK TO HAVE NO FORWARD [redacted], AND AN OPEN TSB FOR THIS CONDITION. (TSB) [redacted] STATES THAT A SNAP RING WILL FALL OUT OF PLACE AND CAUSE A CONDT ION THAT RESULTS IN NO FORWARD [redacted], ONL REVERSE [redacted]. FOLLOWED PRECEDURES IN TSB AND ORDERED RQUIRED PARTS AND PULLED TRUCK IN

(Claim) Correction:

[redacted] STARTED WITH RTHE REMOVAL OF THE DRIVESHAFTS FRONT AND REAR, THEN CONTI NUED WITH THE TRANSFER CASE. NEXT REMOVED THE TOUUQUE ONVERTER AND BOLTS THE N THE TRANSMISSION ONCE TRANSM WAS OUT AND

DISSAMBLED AND INSTALLED NEW UPDA TED PARTS FOLLOWING RRT GUIDELINES AND THEN REASSEMBLED IN REVERSE ORDER. AD DED FLUID AND ROAD TESTED FOR FINAL OPERATION AND IS OK AT THSI TIME.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] LIMITED [redacted]
Build Date	[redacted]	***Plant***	[redacted]	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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]
Address	[redacted]		

Condition Information

[redacted]				***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	[redacted]	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	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

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

Dealer Information

Code	[redacted]	**Name**	FREMONT MOTOR CASPER, INC	**Zone**	[redacted]
Address	6101 E 2ND ST , CASPER, WY 82609				

Condition Information

Condition [redacted]		[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		132.65	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		[redacted]	[redacted]
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		132.65	[redacted]
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[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	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	$27.47
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		132.65	$27.47
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	FLUID AFT	[redacted]			

		propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	5922.00	$82.41
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		217.00	$82.41
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	2		96.46	$82.41
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	BOLT	6		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	FLUID AFT	2		[redacted]	[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]	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]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted])			[redacted]	FLUID AFT	2		96.46	$247.23
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	TRANSMISS	1	X	5922.00	$0.00
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	6		20.16	$0.00
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	COOLER	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	2		[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]	COOLER	1		[redacted]	[redacted]

A	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]	1		132.65	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	2		96.46	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT SHIFT INTO DRIVE BUT WILL DRIVE IN REVERSE. CHECK AND ADVISE. Multi-point inspection (according to maintenance interval) BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE [redacted] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATESAND SPECIAL CUSTOMER OFFERS.YOU CANOPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR.

(RO) Cause:

[redacted] CODES DUE TO BROKEN SNAP RING INSPECTION

(RO) Correction:

[redacted] TECHNICIAN FOUND NO FORWARD GEARS AND [redacted] CODES. TECHNICIAN REMOVEDPAN AND METAL PRESENT. TECHNICIAN CONTACTEDTECHNICAL ADVISOR AND TRANSMISSION ORDERED.POWERTRAIN AUTHORIZED REPLACEMENT. TECHNICIANREPLACED TRANSMISSION, COOLER AND BYPASSBLOCK. TECHNICIAN TOPPED OFF FLUID ANDPERFORMED QUICK LEARN. TRANSMISSION DIAGNOSIS OF CUSTOMER CONCER [redacted] NO OTHER CONCERNS NOTED AT THIS TIME. Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [redacted] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR. BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [redacted] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLINGYOUR SERVICE ADVISOR.

(RO) Technical Notes:

SNAP RING FAILURE

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT SHIFT INTO DRIVE

(Claim) Cause:

[redacted] ERROR, SNAP RING BROKE

(Claim) Correction:

TECHNICIAN FOUND NO FORWARD GEARS AN [redacted] CODES. TECHNICIAN REMOV ED PAN AND METAL PRESENT. TECHNICIAN CONTACTED TECHNICAL ADVISOR AND TRANSMI SSION ORDERED. POWERTRAIN AUTHORIZED REPLACEMENT. TECHNICIAN REPLACED TRANSM ISSION, COOLER AND BYPASS BLOCK. TECHNICIAN TOPPED OFF FLUID AND PERFORMED Q UICK LEARN.

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**	$2,259.22	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted] **Name** [redacted]
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	[redacted] Failed	Expense	[redacted] Expense
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	HUB	1		165.53	[redacted]
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	RACE	1		32.31	[redacted]
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1		[redacted]	
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	HUB	1		326.28	[redacted]
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1		[redacted]	
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]			[redacted]	
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	GREASE	1		[redacted]	
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1		11.38	[redacted]
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1		[redacted]	
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	O-RING	1		[redacted]	
[redacted]		Module, Transmission Control ([redacted]: Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	GASKET	1		[redacted]	

A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	4		[redacted]	[redacted]

A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			05189966AD	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			06506497AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted] RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253816AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		32.31	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		34.70	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		6.53	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		29.13	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		36.77	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		38.68	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		27.06	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		22.92	[redacted]

RO Narratives

(RO) Customer Concern:

CHECK FOR OUTSTANDING RECALLS WITH FACTORY. WARNING INDICATOR LIGHT VEHICLE COURTESY INSPECTION *NO CHARGE* /

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON. VEHICLE DOES NOT GO INT O DRIVE.

(Claim) Cause:

K1 CLUTCH SNAP RING DISLODGED.([redacted]) TCM IN NEED OF UPDA TE.

(Claim) Correction:

ROAD TESTED TO DUPLICATE CUSTOMER CONCERN. AFTER [redacted] TRANSMISSION WOULD SHIFT INTO GEAR(LIMP IN). REVERSE WOULD ENGAGE NORMALLY. HAD [redacted], [redacted]. FLUID LEVEL AND CONDITION ARE OK. UPDATED TCM. [redacted] [redacted]RT. [redacted]AB. REMOVED TRANSMISSION FOR REPAIR. REPLACED K1 CLUTCH KIT, INPUT SHAFT SEAL RING, OIL PUMP GASKET, K1 CLUTCH HUB, THRUST BEARINGS AS PER TSB INSTRUCTIONS. VERIFY PROPER INPUT SHAFT ENDPLAY. REINSTALL TRANSMISSION, FILLED WITH FLUID AND ROAD TESTED.

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	T - Transportation	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	2

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	42
Address	1012 N DIXIE HWY , ELIZABETHTOWN, KY 42701				

Condition Information

Condition	Desc	Failure Code	Failure Desc	Part Number	Part Name	Quantity	Failed	Expense	Expense
[redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	BUMPER	1	X	854.80	[redacted]
[redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	[redacted]	1		[redacted]	
[redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	[redacted]	1		404.52	[redacted]
[redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	BRACKET	1		115.50	[redacted]
A [redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	BRACKET	1		90.24	[redacted]
[redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	BRACKET	1		165.47	[redacted]
[redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	COOLER	1		1103.73	[redacted]
[redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	SEAL	1		78.16	[redacted]
[redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	BRACKET	1		90.24	[redacted]
[redacted]	Cooler, charge air ; [redacted] diesel engine			[redacted]	COOLER	1		283.71	[redacted]
[redacted]	Bumper, front ; [redacted] piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BUMPER	1	X	854.80	[redacted]
A [redacted]	Bumper, front ; [redacted] piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		75.05	[redacted]
[redacted]	Bumper, front ; [redacted] piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		404.52	[redacted]
[redacted]	Bumper, front ; [redacted] piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		[redacted]	[redacted]
A [redacted]	Bumper, front ; [redacted] piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BRACKET	1		115.50	[redacted]
[redacted]	Bumper, front ; [redacted] piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BRACKET	1		90.24	[redacted]
[redacted]	Bumper, front ; [redacted] piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BRACKET	1		165.47	[redacted]

A	[redacted]	Bumper, front ; One piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		[redacted]	
A	[redacted]	Bumper, front ; One piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL	1		[redacted]	
A	[redacted]	Bumper, front ; One piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bumper, front ; One piece	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	BUMPER	1	X	[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	APPLIQUE	1		[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bumper, front ; [redacted] Equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	BUMPER	1	X	[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	GRILLE	1		404.52	$77.17
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	APPLIQUE	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	BRACKET	1		115.50	$77.17
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	COOLER	1		1103.73	$77.17
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	COOLER	1		283.71	$77.17
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-Right or left			[redacted]	BUMPER	1	X	[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper-			[redacted]	GRILLE	1		75.05	$77.17

		Right or left								
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper- Right [redacted]			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper- Right [redacted]			[redacted]	APPLIQUE	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper- Right or left			[redacted]	BRACKET	1		115.50	$77.17
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper- Right [redacted]			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper- Right or left			[redacted]	BRACKET	1		165.47	$77.17
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper- Right or left			[redacted]	COOLER	1		1103.73	$77.17
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper- Right [redacted]			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper- Right or left			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Front/side/rear bumper- Right [redacted]			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	BUMPER	1	X	[redacted]	
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	GRILLE	1		[redacted]	[redacted]
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	APPLIQUE	1		[redacted]	
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	BRACKET	1		[redacted]	[redacted]
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bracket, bumper support ; mount / bracket - Frame Mounted - [redacted] - [redacted] and Up			[redacted]	COOLER	1		[redacted]	[redacted]

A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	BUMPER	1	X	[redacted]	
A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	GRILLE	1		75.05	$30.87
A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	APPLIQUE	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	BRACKET	1		115.50	$30.87
A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	BRACKET	1		90.24	$30.87
A	[redacted]	Bracket, bumper support ; Frame Bracket to Bumper [redacted] and Up			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BUMPER	1	X	[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	APPLIQUE	1		[redacted]	[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BRACKET	1		[redacted]	[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BRACKET	1		[redacted]	[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; [redacted]			[redacted]	BUMPER	1	X	[redacted]	[redacted]
A	[redacted]	Grille/Insert, Radiator ; [redacted]			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; [redacted]			[redacted]	GRILLE	1		[redacted]	[redacted]
A	[redacted]	Grille/Insert, Radiator ; [redacted]			[redacted]	APPLIQUE	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; [redacted]			[redacted]	BRACKET	1		[redacted]	[redacted]
A	[redacted]	Grille/Insert, Radiator ; [redacted]			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; [redacted]			[redacted]	BRACKET	1		[redacted]	[redacted]
A	[redacted]	Grille/Insert, Radiator ; [redacted]			[redacted]	COOLER	1		[redacted]	

A	[redacted]	Grille/Insert, Radiator ; Lower			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; Lower			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; Lower			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	BUMPER	1	X	854.80	$169.77
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	APPLIQUE	1		779.75	$169.77
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	BRACKET	1		90.24	$169.77
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	BRACKET	1		165.47	$169.77
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	SEAL	1		78.16	$169.77
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Grille/Insert, Radiator ; Grille, Active shutter, upper - [redacted]			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	BUMPER	1	X	[redacted]	
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	GRILLE	1		[redacted]	
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	GRILLE	1		404.52	$46.30
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	APPLIQUE	1		[redacted]	
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Applique/Molding, Grille ; Applique,grille upper panel			[redacted]	COOLER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

concern: front bumper dented. lower and upper cause: Transit Damage correction: replace front bumper and lower and

(RO) Cause:

[redacted] - transit

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SEVERE FRONT END DAMAGE

(Claim) Cause:

TRANSIT

(Claim) Correction:

REPLACED FRONT BUMPER LOWER AND UPPER GRILLE AND CENTER GRILLE CHROME. REPLACE D BUMPER BRACKETS. REPLACE AIR COOLER AND THE TRANS OIL COOLER AND REPLACE AIR COOLER SEAL.

Warranty Claim Report

Vehicle Information

[redacted]	[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	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
Address	, ,		

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]T	1	X	1488.26	$188.80
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68456960AA	HUB	1		210.87	$188.80
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RACE	1		41.16	$188.80
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		44.20	$188.80
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		43.39	$188.80
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition			[redacted]	[redacted]T	1	X	[redacted]	

		- [redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		210.87	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		41.16	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		44.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1	ZZ	SERVICE ACTION	[redacted]	BEARING	1		43.39	[redacted]

		Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
B	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] (FLEET VEHICLE) FLEET COMPANY STATES TRUCK WILL ONLY GO INTO REVERSE AND WIL L NOT MOVE FORWARD INSPECT AND ADVISE (Automatic Transmissio n Concern) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST. NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE: THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOU[redacted] USE ([redacted] OF [redacted]) RECEIVE SERVICE RELATED PORMOTIONS THROUGHOUT THE YEAR

(RO) Cause:

FLEET COMPANY VEHICLE TOTAL APPROVED - APPROVED BY - AUTHORIZATION NUMBER (IF APPLICABLE) - VERIFIED CONCERN. REMOVED TRANSMISSION AND PERFORMED INSPECTION. FOUND [redacted]NG DISLODGED CAUSING CLUTCHES TO NOT ENGAGE GEARS 1-4. OPEN RECALL RECOMMENDED

(RO) Correction:

FLEET COMPANY. REMOVED AND REPLACED K1 CLUTCH INPUT SHAFT SUB ASSEMBLY. REASSEMBLED AND CHECKED FOR CORRECT FLUID LEVEL. PERFORMED [redacted] FLASH UPDATE PER TSB [redacted]. VERIFIED FLEET COMPANY CONCERN ADDRESSED AT THIS TIME. PARTS ON ORDER. INSPECTION COMPLETE...SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?

(RO) Technical Notes:

FOUND [redacted]NG DISLODGED CAUSING CLUTCHES TO REMOVED AND REPLACED

GCS Narratives

(Claim) Customer Concern:

FLEET COMPANY STATES TRUCK WILL ONLY GO INTO REVERSE AND WIL L NOT MOVE FORWAR FLEET COMPANY STATES TRUCK WILL ONLY GO INTO REVERSE AND WIL L NOT MOVE FORWAR FLEET COMPANY STATES TRUCK WILL ONLY GO INTO REVERSE AND WIL L NOT MOVE FORWAR

(Claim) Cause:

VERIFIED CONCERN. REMOVED TRANSMISSION AND PERFORMED INSPECTION. FOUND [redacted] VERIFIED CONCERN. REMOVED TRANSMISSION AND PERFORMED INSPECTION. FOUND [redacted] VERIFIED CONCERN. REMOVED TRANSMISSION AND PERFORMED INSPECTION. FOUND [redacted] VERIFIED CONCERN. REMOVED TRANSMISSION AND PERFORMED INSPECTION. FOUND [redacted]

(Claim) Correction:

REMOVED AND REPLACED [redacted] CLUTCH INPUT SHAFT SUB ASSEMBLY. REASSEMBLED AND CHECK REMOVED AND REPLACED K1 CLUTCH INPUT SHAFT SUB ASSEMBLY. REASSEMBLED AND CHECK REMOVED AND REPLACED K1 CLUTCH INPUT SHAFT SUB ASSEMBLY. REASSEMBLED AND CHECK REMOVED AND REPLACED K1 CLUTCH INPUT SHAFT SUB ASSEMBLY. REASSEMBLED AND CHECK

Warranty Claim Report

Vehicle Information

[redacted]	[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]	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
Address	, ,		

Condition Information

Condition	[redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				BEARING	1		30.52	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				[redacted]	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269553AA	D-RING	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				SPRING	1		31.78	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				PLATE	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68019797AA	O RING	1		27.30	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269570AA	[redacted]	1		6.44	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269653AB	RETAINER	1		690.20	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68446166AA	MODULE	1		560.00	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				BEARING	1		29.96	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			05019061AB	GREASE	1		47.18	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted]			[redacted]	WASHER	[redacted]			

		pick-up only								
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	RACE	1		32.34	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	O-RING	1		25.62	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1027.60	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	SEAL RING	1		10.01	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	RETAINER	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		144.69	$73.36
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269654AA	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			68269652AA	SPRING	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269655AA	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019797AA	O RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269570AA	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269653AB	RETAINER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68446166AA	MODULE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GASKET	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254056AB	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RETAINER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			05189977AD	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269652AA	SPRING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269655AA	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68019797AA	O RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RETAINER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BEARING	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RETAINER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			05189977AD	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two			[redacted]	BOLT	4		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	7		83.30	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	RACE	1		28.42	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68269652AA	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			68019797AA	O RING	1		27.30	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			68269570AA	SNAP RING	1		6.44	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	RETAINER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		34.02	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		23.80	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1027.60	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		31.29	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		287.00	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		145.60	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RETAINER	1		690.20	$24.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two			[redacted]	D-RING	1		[redacted]	

		piece propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]					
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	PISTON	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SPRING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RETAINER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	MODULE	1		[redacted]	

		Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	

		Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RETAINER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	[redacted]
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]		1		[redacted]	
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	5922.00	$476.85
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]		1		108.36	$48.91
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]		1		108.36	$24.45
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	5922.00	$73.36
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]		1		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] K2 DRUM FAILURE - ENGINEERING SENDING NEW UNIT TER [redacted].

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON WILL NOT MOVE CUSTOMER STATES TRANSMISSION LINE AREA MANAGER AUTH COMPLETE UNIT

(Claim) Cause:

EXAMINE VEHICLE FOR TRANSMISSION NOT WORKING/VEHICLE NOT MOVING ISSUE. [redacted] UPON REBUILD OF TRANSMISSION PER BULLETIN [redacted], TRANSMISSION EXPERIENCED K1 AND K2 DRUM FAILURE. ENGINEERING SENDING NEW UNIT 0 INCORRECT GEAR ENGAGED AS WELL AS [redacted] GEAR 1 SHIFT RATIO AND [redacted] LOW P RESSURE CODES PRESENT AND ACTIVE. CHECKED VALVE BODY WIRING HARNESS FOR SHOR TS OR OPENS: NONE FOUND, DIAG RECOMMENDS REPLACING VALVE BODY HARNESS AND TCM, BEING THAT THE VEHICLE DOES NOT MOVE AND HAS [redacted] I WOULD RECOMMEND RE PLACING TRASMISSION

(Claim) Correction:

REPLACE AND REPROGRAM TRANSMISSION PER [redacted] WITH [redacted] INCORRECT RATIO: PULL TRANSMISSION EXAMINE AND REPLACE ALL COMPONENTS ON [redacted] CLUTCH/INPUT SHAFT ASSEMBLY AS SNAP RING AND C LUTCHES WERE DISLODGED FROM HUB

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	*Year*	[redacted]	*Body*	[redacted]	[redacted]	MEGA CAB 4X4
Build Date	[redacted]	*Plant*	[redacted]	ASSEMBLY PLANT	*Coverage*	[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]	*Total Paid*	[redacted]

Dealer Information

[redacted]	[redacted]	*Name*	LITHIA DODGE OF SOUTH ANCHORAGE	*Zone*	[redacted]
Address	9600 OLD SEWARD HIGHWAY , ANCHORAGE, AK 99515				

Condition Information

Condition [redacted]	[redacted]	[redacted]	*Failure*	*Failure Desc*	*Part Number*	[redacted] *Name*	*Quantity*	*Failed*	*Expense*	*Expense*
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

RECAL[redacted] Grid Heater Relay

(RO) Cause:

.

(RO) Correction:

22 Replaced heater grid relay. RECALLS

(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**	D28H81 - RAM 3500 BIG HORN MEGA CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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

[redacted]	**Name**	[redacted]	**Zone**	3[redacted]	[redacted]
Address	408 HARLEYSVILLE PIKE , FRANCONIA, PA 18924				

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
[redacted]	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM RECALL [redacted] PERFORM [redacted] PERFORM [redacted] STATE INSPECTION: TRUCK

(RO) Cause:

NA

(RO) Correction:

[redacted] REPLACE INTAKE GRID HEATER RELAY Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) PERFORM RECALL 15 UPDATE TCM Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled) 15 UPDATE STICKERS [redacted] STATE INSPECTION: TRUCK STATE INSPECTION STICKER FEE STATE INSPECTION: TRUCK [redacted] SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

[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	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]	***Zone***	[redacted]
Address	950 HIGHWA[redacted] SOUTH , KERNERSVILLE, NC 27284				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
A	[redacted]7	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted]RECALL RRT [redacted]

(RO) Cause:

FACTORY RECALL

(RO) Correction:

PERFORM RECALL AS REQUIRED PERFORMED RRT

(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***	[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

[redacted]	***Name***	[redacted] ***Zone***	66 [redacted]
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284		

Condition Information

Condition [redacted]	[redacted]	***LOP Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]		

RO Narratives

(RO) Customer Concern:

[redacted]RECALL RRT [redacted]

(RO) Cause:

FACTORY RECALL

(RO) Correction:

PERFORM RECALL AS REQUIRED PERFORMED RRT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	D28P81 - RAM 3500 LARAMIE MEGA 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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted] ***Name*** [redacted]
Address	9621 COORS BLVD NW , ALBUQUERQUE, NM 87114

Condition Information

							Quantity	***Failed***	***Expense***	***Expense***
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater [redacted]ay ; Replace Intake [redacted] Grid Heater [redacted]ay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] Grid Heater [redacted] PERFORM MULTI-POINT INSP

(RO) Cause:

NA

(RO) Correction:

R&R GRID HEATER RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] Grid Heater [redacted]

(Claim) Cause:

NA

(Claim) Correction:

R&R GRID HEATER RELAY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28R81 - RAM 3500 LONGHORN MEGA 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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted] ORLANDO
Address	1300 NORTH DIXIE FREEWAY , NEW SMYRNA BEACH, FL 32168				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
A	[redacted]	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	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] MEGA 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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	6[redacted]
Address	1300 NORTH DIXIE FREEWAY , NEW SMYRNA BEACH, FL 32168				

Condition Information

Condition [redacted]	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***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:

RECAL[redacted]

(RO) Cause:

CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted]R STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE ORIGINATING FROM THE GENERATION 1 [redacted] AIR [redacted] HEATER RELAY. CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A VARIETY OF SHIFTING CONCERNS.

(RO) Correction:

ACCESSED, REMOVED AND INSTALLED A NEW [redacted] AIR HEATER RELAY AS PER SAFETY RECALL [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. IN ADDITION TO THE COMPLETION OF THE RECALL, PLEASE ADD [redacted] FOR FLOOR PLAN REIMBURSEMENT. CONNECTED THE BATTERY CHARGER, ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCAN PERFORMED A TRANSMISSION CONTROL MODULE SOFTWARE UPDATE AS PER THE RAPID SERVICE UPDATE [redacted] INSTRUCTIONS. CLEARED ALL DIAGNOSTIC TROUBLE CODES AND VERIFIED CODES DID NOT RETURN. THE SYSTEM IS NOW OPERATING AS DESIGNED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:
RRT [redacted]

(Claim) Correction:
RRT [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]	[redacted]	CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	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***	$50.60	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	PERKINS MOTOR COMPANY INC	***Zone***	[redacted]
Address	1205 MOTOR CITY DRIVE , COLORADO SPRINGS, CO 80906				

Condition Information

Condition [redacted]		***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Diagnose Transmission [CUSTOMER STATES THAT THE VEHICLE WOULDN'T ENGAGE WHEN PUT INTO DRIVE. CUSTOMER STATES THAT IF IT WOULD ENGAGE INTO DRIVE, IT WAS STUCK IN [redacted]. CUSTOMER STATES THAT REVERSE IS ALSO INOP, PLEASE CHECK AND ADVISE.] PERFORM COMPLIMENTARY VEHICLE INSPECTION PERFORM OPEN [redacted] CUSTOMER STATES THERE IS A RATTLINGNOISE COMING FROM THE DRIVERS SIDE RUNNING BOARD. RUNNING BOARDS WERE INSTALLED BY US. PLEASE CHECK AND ADVISE .

(RO) Cause:

E MULTI-POINT VEHICLE INSPECTION OPEN [redacted]

(RO) Correction:

[redacted] VERIFIED THE VEHICLE WILL NOT MOVEWHEN PUT IN GEAR, PULLED FAULT CODE [redacted] RATIO ERROR IN FIRST. FOUND [redacted] A TO INSPECTED [redacted] SNAP RING FORFAILURE. REMOVED THE TRANS AND FOUND K1 SNAPRING DISLODGED, DAMAGE TO K1 INPUT ASSEMBLY.INSTALLED NEW K1 INPUT ASSEMBLY PER TSB. TESTDROVE VEHICLE AND CEL CAME ON NOW HAVE FAULTCODE [redacted] TORQUE CONVERTER CLUTCH PRESSURESOLENOID CIRCUIT LOW. OHM TESTED CIRCUITWIRES AND THEY PASS AT [redacted]. SOLENOIDPASSES OHM TEST AT [redacted]. CREATED STARCASE [redacted]. REMOVED TRANS AGAIN,INSPECTED K1, [redacted], [redacted], AND [redacted] SEALS FOUND NOPINCHED OR TORN SEALS. DISASSEMBLY OF THEVALVE BODY, FOUND DEBRIS. REPLACED THE VALVEBODY, INSTALLED ANOTHER K1 INPUT ASSEMBLY PERSTAR. INSTALLED TRANS, FILLED WITH NEW FLUID,PERFORMED QUICK LEARN AND TEST DROVE. TRANSMISSION CONCERN BE SPECIFIC FOR YOUR TECHNICIAN PERFORM COMPLIMENTARY VEHICLE INSPECTION [redacted] RECALL [redacted] [redacted] COMPLETE REPLACEDTHE INTAKE HEATER RELAY. PERFORM OPEN [redacted] [redacted] TIGHTENED ALL RUNNING BOARD HARDWARE. BODY CONCERNS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIAGNOSE TRANSMISSION [CUSTOMER STATES THAT THE VEHICLE WOULDN'T ENGAGE WHEN P INSTALLED NEW K1 INPUT ASSEMBLY PER TSB. TEST DROVE VEHICLE AND CEL CAME ON NO UT INTO DRIVE. CUSTOMER STATES THAT IF IT WOULD ENGAGE INTO DRIVE, IT WAS ST W HAVE FAULT [redacted] TORQUE CONVERTER CLUTCH PRESSURE SOLENOID CIRCUIT LO UCK IN [redacted]. CUSTOMER STATES THAT REVERSE IS ALSO INOP, PLEASE CHECK AND W ADVISE.]

(Claim) Cause:

OHM TESTED CIRCUIT WIRES AND THEY PASS AT [redacted]. SOLENOID PASSES OHM TEST A T [redacted]. CREATED STAR CASE [redacted]. REMOVED TRANS AGAIN, INSPECTED K1, VERIFIED THE VEHICLE WILL NOT MOVE WHEN PUT IN GEAR, PULLED FAULT [redacted] K2, [redacted], AND [redacted] SEALS FOUND NO PINCHED OR TORN SEALS. DISASSEMBLY OF THE VAL EAR RATIO ERROR IN [redacted]. FOUND [redacted] A TO INSPECTED [redacted] SNAP RING FO R FAILURE. REMOVED THE TRANS AND FOUND K1 SNAP RING DISLODGED, DAMAGE TO [redacted] VE BODY, FOUND DEBRIS. INPUT ASSEMBLY.

(Claim) Correction:

REPLACED THE VALVE BODY, INSTALLED ANOTHER K1 INPUT ASSEMBLY PER STAR. INSTALL ED TRANS, FILLED WITH NEW FLUID, PERFORMED QUICK LEARN AND TEST DROVE. INSTALLED NEW K1 INPUT ASSEMBLY PER TSB. TEST DROVE VEHICLE AND CEL CAME ON NO W HAVE FAULT [redacted] TORQUE CONVERTER CLUTCH PRESSURE SOLENOID CIRCUIT LO W

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	[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

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	70	[redacted]	
Address	8665 W BELL ROAD , PEORIA, AZ 85382						

Condition Information

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

RO Narratives

(RO) Customer Concern:

TOP OFF DEF FOR DELIVERY - LABOR [redacted]

(RO) Cause:

.

(RO) Correction:

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

(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

[redacted]		***Name***		***Zone***	51 [redacted]
Address	, ,				

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	43.96	$16.85 [redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

.

(RO) Correction:

15 REMOVED NEGATIVE BATTERY CONNECTIONS,REMOVED AIR BOX COVER AND HOSE, REMOVED [redacted] FROM HEATER GRID AND ELECTRICALCONNECTOR, REMOVED FAULTY HEATER GRID ANDINSTALLED THE NEW ONE. INSTALLED [redacted] ANDELECTRICAL CONNECTOR. CONNECTED NEGATIVEBATTERY CABLES. [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[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**	[redacted]	**Zone**	71
Address	1444 MARINA BLVD , SAN LEANDRO, CA 94577				

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure	[redacted]	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	6		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	1		60.35	$86.35
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1285.75	$57.57
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

Check Tire Pressure Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] *Automatic Transmission Concern [Customer States TOW IN - WHILE DRIVING DOWN A SLIGHT GRADE VEHICLESTARTED TO SHUTTER MADE A LOUD NOISE AND LSOT ALL POWER, NOW WILL ONLY DRIVE IN REVERSE BUT NOT DRIVEFORWARD] Multi-point inspection (according to maintenance interval) *General Concern #1 [TOW - IN]

(RO) Cause:

NA

(RO) Correction:

Check Tire Pressure SET TIRE PRESSURE TO FACTORY SETTINGS PER CALIFORNIA LAW LF____RF____RR____LR____ - FOR EXPRESS LANESERVICE Recall / Customer Satisfaction Notification1 Recall [redacted] confirm customer concern. no forwardgears. only reverse. check fluid level andits on. check for codes and found [redacted] gear 1 shift incorrect ratio.p0919-00 gear shift positions control error.found service bulleting [redacted] thatapplies to this codes. recommend to performservice BULLETIN [redacted]. perform serviceBULLETIN. [redacted] [redacted] Clutch / Input ShaftAssembly Inspect and Replace Sub-Assembly [redacted] [redacted] [redacted] Propeller ShaftEquipped - Transmission and Transfer Case [redacted] [redacted]0A-[redacted] Skid Plate EquipedTransmission and Transfer Case [redacted]-60 [redacted] Equipped Transmission andTransfer Case [redacted] top off fluid. performquick learn and reprogram tcm [redacted] [redacted] TSB[redacted] [redacted] CLUTCH INPUT SHAFT ASSEMBLY (SUBASSEMBLY) TSB[redacted]: 4X4 EQUIPPED TSB[redacted]: SKID PLATEEQUIPPED TSB[redacted] [redacted] PROPELLER SHAFT EQUIPPED TSB[redacted]: TCM REPROGRAMMING (FAIL CODE-CC) (*PENDING RA STATUS [redacted]23-PAID [redacted]*) TSB[redacted] [redacted] CLUTCHSNAP RING TSB[redacted]: 4X4 EQUIPPED TSB[redacted]: SKID PLATEEQUIPPED TSB[redacted] [redacted] PROPELLER SHAFT

EQUIPPED [redacted]: [redacted] REPROGRAMMING GENERAL/CONTRACT MAINTENANCE Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION [redacted] DIRECT CHECK PAYMENT FROM FCA FORDEALER TOW BACK TO SL FOR REPAIR PER GENERALMANAGER TOW:PAID BY DIRECT CHECK FROM STELLANTIS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES TOW IN - WHILE DRIVING DOWN A SLIGHT GRADE VEHICLE STARTED TO SHUTTER MADE A LOUD NOISE AND LSOT ALL POWE R, NOW WILL ONLY DRIVE IN REVERSE BUT NOT DRIVE FORWARD]

(Claim) Cause:

CONFIRM CUSTOMER CONCERN. NO FORWARD GEARS. ONLY REVERSE. CHECK FLUID LEVEL AN D ITS ON. CHECK FOR CODES AND FOUND COD[redacted] GEAR [redacted] INCORRECT RAT IO. [redacted] GEAR SHIFT POSITIONS CONTROL ERROR. FOUND SERVICE BULLETING [redacted] THAT APPLIES TO THIS CODES. RECOMMEND TO PERFORM SERVICE BULLETIN [redacted]

(Claim) Correction:

REPLACED AUTOMATIC TRANSMISSION CLUTCH KIT - REPROGRAMMED [redacted] & PERFORMED QUIC K LEARN

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted] BIG HORN CREW [redacted]	4X4
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**	**Zone**	71	[redacted]
Address	, ,				

Condition Information

Condition	[redacted]	[redacted]	[redacted]	[redacted]	**Number**	[redacted] **Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]0	DEF Fluid Top Off ; Vehicle Delivery Fill - See LOP note for vehicle specific allowances.	[redacted]	FLUID HIGH OR LOW	6[redacted]	FLUID	2	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

FILL DEF FLUID FOR SOLD UNIT

(RO) Cause:

NA

(RO) Correction:

50 FILLED WITH [redacted] OF DEF FLUID CUSTOMER STATES THAT THERE IS A GENERAL CONCERN WITH THE VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOP OFF DEF FLUID - SOLD UNIT

(Claim) Cause:

PER [redacted]

(Claim) Correction:

DEF TOPPED OFF AS PER [redacted]

Warranty Claim Report

Vehicle Information

[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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Failure [redacted]	Number [redacted]	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Foam, front seat bottom cushion ; Bucket seat-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FOAM	1	X	[redacted]	
A	[redacted]	Foam, front seat bottom cushion ; Bucket seat-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HOG RING				
A	[redacted]	Foam, front seat bottom cushion ; Bucket seat-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HOG RING				
A	[redacted]	Foam, front seat bottom cushion ; Bucket seat-Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HOG RING	[redacted]			
[redacted]		[redacted] ; High Line Vehicles			[redacted]	FOAM	1	X	[redacted]	
A	[redacted]	[redacted] ; High Line Vehicles			[redacted]	HOG RING	9		[redacted]	
[redacted]		[redacted] ; High Line Vehicles			[redacted]	HOG RING	9		[redacted]	
[redacted]		[redacted] ; High Line Vehicles			[redacted]	HOG RING	[redacted]			

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES DRIVERS FRONT SEAT SINKS ABOUT [redacted] LOWER THEN THEPASSENGER FRONT SEAT, SOP IN ALTERNATE TRANSPORTATION IS NOT COVERED UNDER FCA WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM RODEO CJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____ Mopar Express Lane Inspection

(RO) Cause:

F F

(RO) Correction:

[redacted] FOUND SEAT CUSHION IS DEFECTIVE ANDSINKING. WILL NEED NEW LF BOTTOM SEAT CUSHION [redacted] 80 INSTALLED NEW LF BOTTOM SEATCUSHION. NOW OK AT THIS TIME. NO OTHERADJUSTMENTS AVAILABLE. TRIM ALTERNATE

TRANSPORTATION IS NOT COVERED UNDER [redacted] WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM RODEO CJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____ ALTERNATE TRANSPORTATION IS NOT COVERED UNDER [redacted] WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM RODEOCJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____ Mopar Express Lane Inspection RENTAL Mopar Express Lane Inspection SUBLET REPAIRS

(RO) Technical Notes:

CUSHION SINKING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DRIVERS FRONT SEAT SINKS ABOUT [redacted] LOWER THEN THE PASSEN GER FRONT SEAT

(Claim) Cause:

FOUND SEAT CUSHION IS DEFECTIVE AND SINKING. WILL NEED NEW LF BOTTOM SEAT CUS HION

(Claim) Correction:

INSTALLED NEW LF BOTTOM SEAT CUSHION. NOW OK AT THIS TIME. NO OTHER ADJUSTMEN TS AVAILABLE.

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***	PUTNAM CHRYSLER DODGE JEEP INC	***Zone***	32[redacted]
Address	157 PROVIDENCE PIKE, RT 44 , PUTNAM, CT 06260				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
A	[redacted]	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] RAM HEAVY DUTY GRID HEATER REL TECH REPLACED HEATER GRIS RELAY PER RECALL[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] RAM HEAVY DUTY GRID HEATER REL

(Claim) Cause:

TECH REPLACED HEATER GRIS RELAY PER RECALL

(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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	HELFMAN DODGE INC	[redacted]	[redacted]
Address	7720 KATY FREEWAY , HOUSTON, TX 77024				

Condition Information

Condition [redacted]			Failure [redacted]	Failure [redacted]	[redacted]	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted] B	Starter ; Nut, Starter - Replace	[redacted]	SERVICE ACTION	[redacted] AA	NUT	1	X	1[redacted]	$[redacted]
[redacted]		Module, [redacted] Control ([redacted] ; Module, [redacted] ([redacted]1) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
B	[redacted]	Module, [redacted] Control ([redacted] ; Module, [redacted] ([redacted]1) - Reprogram, Includes [redacted] Routine			[redacted]	GREASE	1		52.85	[redacted]
[redacted]		Module, [redacted] Control ([redacted] ; Module, [redacted] ([redacted]1) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	3		39.99	[redacted]
[redacted]		Module, [redacted] Control ([redacted] ; Module, [redacted] ([redacted]1) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	3		162.08	[redacted]
[redacted]		Module, [redacted] Control ([redacted] ; Module, [redacted] ([redacted]1) - Reprogram, Includes [redacted] Routine			[redacted]	WASHER	1		[redacted]	
B	[redacted]	Module, [redacted] Control ([redacted] ; Module, [redacted] ([redacted]1) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		[redacted]	
[redacted]		Module, [redacted] Control ([redacted] ; Module, [redacted] ([redacted]1) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		[redacted]	
[redacted]		Module, [redacted] Control ([redacted] ; Module, [redacted] ([redacted]1) - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	
B	[redacted]	Module, [redacted] Control ([redacted] ; Module, [redacted] ([redacted]1) - Reprogram, Includes [redacted] Routine			[redacted]	HUB	1		321.50	[redacted]
B	[redacted]	Module, [redacted] Control ([redacted] ; Module, [redacted] ([redacted]1) - Reprogram, Includes [redacted] Routine			[redacted]	HUB	1		163.10	[redacted]
[redacted]		Module, [redacted] Control ([redacted] ; Module, [redacted]			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

		Control ( ) - Reprogram, Includes Quicklearn Routine								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253813AB	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		22.58	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		39.99	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

		[redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68456960AA	[redacted]			[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START (RSU 1) Vehicle will not move in gear [redacted] in system (TRANSMISSION) QUALITY CONTROL CHECK

(RO) Cause:

AS PER CHRYSLER FAULT CODE [redacted] SET IN [redacted] DIAG INSPECTION REVEALS TRANS INTERNAL FAILURE. [redacted] [redacted] RELATED TO CONCERN [redacted] CLUTCH SNAP RING REPAIR NEEDED. [redacted] SOFTWARE LEVEL UPDATE AVAILABLE FOR SHIFTING IMPROVEMENTS. QUALITY CONTROL TEST DRIVE

(RO) Correction:

REPLACED START NUT PER RSU R&R AS69RC FOR REPAIR. REPLACED [redacted] CLUTCH/INPUT SHAFT SUB ASSEMBLY REPLACED ALL RELATED GASKETS AND SEALS, VERIFY INPUT SHAFT END PLAY TO BE [redacted] AFTER REPAIRS. UPDATED [redacted], CLEARED CODES, PERFORM QUICKLEARN PROCEDURE AND ROAD TEST VEHICLE TO VERIFY OPERATION. ROAD TESTED VEHICLE [redacted] NO ISSUES [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START (RSU 1) Vehicle will not move in gear [redacted] in system (TRANSMISSION) Vehicle will not move in gear [redacted] in system (TRANSMISSION) Vehicle will not move in gear [redacted] in system (TRANSMISSION) Vehicle will not move in gear [redacted] in system (TRANSMISSION)

(Claim) Cause:

AS PER CHRYSLER FAULT CODE [redacted] SET IN [redacted] DIAG INSPECTION REVEALS TRANS INTERNAL FAILURE. SN FAULT CODE [redacted] SET IN [redacted] DIAG INSPECTION REVEALS TRANS INTERNAL FAILURE. SN FAULT CODE [redacted] SET IN [redacted] DIAG INSPECTION REVEALS TRANS INTERNAL FAILURE. SN FAULT CODE [redacted] SET IN [redacted] DIAG INSPECTION REVEALS TRANS INTERNAL FAILURE. [redacted]

(Claim) Correction:

REPLACED START NUT PER RSU R&[redacted] FOR REPAIR. REPLACED [redacted] CLUTCH/INPUT SHAFT SUB ASSEMBLY REPLACED AL R&[redacted] FOR REPAIR. REPLACED K1 CLUTCH/INPUT SHAFT SUB ASSEMBLY REPLACED AL R&[redacted] FOR REPAIR. REPLACED [redacted] CLUTCH/INPUT SHAFT SUB ASSEMBLY REPLACED AL R&[redacted] FOR REPAIR. REPLACED K1 CLUTCH/INPUT SHAFT SUB ASSEMBLY REPLACED AL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted]	CAB	[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]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
[redacted]	[redacted]		

Condition Information

Condition [redacted]	[redacted]	[redacted] Failure	[redacted] Failure	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1300.57	$106.17
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		135.55	$106.17
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		45.18	$106.17
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		135.55	$212.34
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		45.18	$212.34
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES TRANSMISSION WILL NOT ENGAGE IN DRIVE

(RO) Cause:

.

(RO) Correction:

[redacted] found vehicle has check engine lighton with active [redacted] gear 1 shift incorrectratio code active. drained transmissionfluid. removed transmission from vehicle.removed torque converter, bell housing, pump,k2 and k1 clutches. found k1 snap ringdislodged. installed new seals on inputshaft, installed k1, k2 clutches. replacedpump gasket and o ring. installed pump, bellhousing and converter. installedtransmission to vehicle. set fluid level andperformed quicklearn. test drove and vehicleshifts thru all gears with no DTCs returned.verified fluid level and no leaks. skidplate, def, 4wd, replace k1 clutch assy [redacted] EQUIPPED ADD FOR DEF EQUIPPED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES TRANSMISSION WILL NOT ENGAGE IN DRIVE

(Claim) Cause:

VERIFIED CONCERN, INSPECT AND FOUND RELATED BULLETIN [redacted].

(Claim) Correction:

REMOVED TRANSMISSION AND REPLACED SNAP RING AND RELATED COMPONENTS. INSTALLED TRANSMISSION, FILLED FLUID TO SPECIFICATION AND FLASH TRANSMISSION CONTROL M ODULE. TEST DRIVE OK

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**	$3,119.18	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1461 FARMINGTON AVENUE , BRISTOL, CT 06010				

Condition Information

Condition	[redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			05189966AD	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SWITCH	1		326.04	[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	1		416.25	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	[redacted] FLUID	[redacted]			
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	[redacted] FLUID	[redacted]		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	SWITCH	1		326.04	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	WIRING	1		416.25	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	GASKET	1		47.32	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	[redacted] FLUID	5		[redacted]	$54.53
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SWITCH	1		326.04	$54.53
A	[redacted]	Harness wiring ; Transmission valve body wiring harness -			[redacted]	BODY ASSY	1	X	[redacted]	

		Replace (3 - Highly Skilled)								
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WIRING	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]	GASKET	1		[redacted]	
A	[redacted]	Oil Pressure Switch ; Oil Pressure Switch, [redacted] Transmission - Replace (2 - Skilled)			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Oil Pressure Switch ; Oil Pressure Switch, [redacted] Transmission - Replace (2 - Skilled)			[redacted]	SWITCH	1		[redacted]	
A	[redacted]	Oil Pressure Switch ; Oil Pressure Switch, [redacted] Transmission - Replace (2 - Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Oil Pressure Switch ; Oil Pressure Switch, [redacted] Transmission - Replace (2 - Skilled)			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Oil Pressure Switch ; Oil Pressure Switch, [redacted] Transmission - Replace (2 - Skilled)			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Oil Pressure Switch ; Oil Pressure Switch, [redacted] Transmission - Replace (2 - Skilled)			[redacted]	GASKET	1		[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]	SWITCH	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID	[redacted]			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Bolt, brake hose to caliper ; Rear-Right or left	[redacted]	LEAKS-DEFECT	[redacted]	GASKET	1	X	[redacted]	
B	[redacted]	Bolt, brake hose to caliper ; Rear-Right or left	[redacted]	LEAKS-DEFECT	[redacted]	FLUID	2		[redacted]	

RO Narratives

(RO) Customer Concern:

Customer States vehicle stuck in [redacted] again - please inspect Customer States TOW VEHICLE TO SHOP Customer States check for low brake fluid level on dash

(RO) Cause:

Tow Vehicle to Shop

(RO) Correction:

Replace valve bodyassembly, fluid pressure sensor and wiring harness. Top off fluid level, clear all codes and perform a Quick Learn. Road test. Tow Vehicle to Shop Replace LR caliper banjo bolt gaskets and bleed brakes.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK FOR LOW BRAKE FLUID LEVEL ON DASH CUSTOMER STATES VEHICLE STUCK IN [redacted] AGAIN - PLEASE INSPECT

(Claim) Cause:

LOW BRAKE FLUID LEVEL WARNING ON IP, CHECK FLUID LEVEL, IS LOW. INSPECT FOR FL MIL IS ON, SCAN FOR CODES. [redacted] STORED [redacted] AND [redacted]. FOLLOW THE DAIGNO STIC SHEET FOR [redacted], INSPECT CONNECTOR [redacted], NO DAMAGE, CORROSION OR P UID LEAK, FOUND LR CALIPER HOSE TO CALIPER SEALS LEAKING. DISASSEMBLE AND IN SPECT, FOUND COPPER WASHERS DISTORTED CAUSING LEAKS USH OUTS FOUND. ON THE TRANSMISSION HARNESS SIDE OF [redacted], ISOLATE AND TES T [redacted] FO ROPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS UNDER [redacted] CHECK [redacted] FOR SHORT TO ANY OTHER CIRCUIT IN [redacted], [redacted] AND ALL TERMINALS HAVE GOOD P IN DRAG. CHECK [redacted] FOR SHORT TO VOLTAGE, [redacted]. TEST RESISTANCE BETWEEN [redacted] AND [redacted], HAS [redacted], SPEC IS [redacted] CHECK [redacted] FOR OPEN/HIGH RESISTANCE , HAS [redacted], SPEC IS [redacted] CHECK [redacted] FOR SHORT TO GROUND [redacted] E . CHECK [redacted] FOR SHORT TO ANY OTHE RCIRCUIT IN [redacted], [redacted]. CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS [redacted] CHECK [redacted] FOR SH ORT TO GROUND [redacted]. CHECK [redacted] FOR SHORT TO ANY OTHER CIRCUIT IN [redacted], NON E. CHECK SHIFT SOLENOID 1 CIRCUIT RESISTANCE AT [redacted] BETWEEN [redacted] AND GROU ND, HAS [redacted], SPEC IS [redacted] CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HA S [redacted], SPEC IS [redacted] CHECK [redacted] FOR SHORT BTO GROUND , [redacted]. CHECK [redacted] FOR SHORT TO ANY OTHER CIRCUIT IN [redacted], [redacted]. ON THE [redacted] SIDE O F [redacted], CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS LESS THAN 3 [redacted] CHECK [redacted] FOR SHORT TO VOLTAGE , [redacted]. CHECK [redacted] FOR SHORT TO ANY O THER CIRCUIT IN [redacted], [redacted] CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS [redacted] CHECK [redacted] FOR SHORTBTO GROUND, [redacted]. CHECK [redacted] FOR SHORT TO ANY OTHER CIRCUIT IN [redacted], [redacted]. CHECKN [redacted] FOR OPEN/HIGH RE SISTACE, HAS [redacted], SPEC IS [redacted] CHECK [redacted] FOR SHORT TO GROUN D , [redacted]. CHECK [redacted] FOR SHORT TO ANY OTHER CIRCUIT IN [redacted], [redacted]. CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS [redacted] CHECK [redacted] FOR SHORT TO GROUND, [redacted]. CHECK [redacted] FOR SHORT TO ANY OTHER CIRCUIT IN [redacted], [redacted]. DIAGNOSTIC SHEET INSTRUCTS TO REPLACE THE TRANSMISSION PRESSURE SWIT CH, LINEAR SOLENOID 5, SHIFT SOLENOID1 AND INTERNAL TRANSMISSION WIRING HARN ESS.

(Claim) Correction:

REPLACE LR CALIPER BANJO BOLT GASKETS AND BLEED BRAKES. REPLACE VALVE BODY ASSEMBLY, FLUID PRESSURE SENSOR AND WIRING HARNESS. TOP OFF FLUID LEVEL, CLEAR ALL CODES AND PERFORM A QUICK LEARN. ROAD TEST.

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	S - Safety (Recalls)	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	10

Expense

Labor	[redacted]	**Sublet**	$54.13	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	10541 WOODCREST DR NW , [redacted] RAPIDS, MN 55433	**Zone**	[redacted]

Condition Information

Condition [redacted]	[redacted]	Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	
[redacted]		Module, Diesel Emission Fluid System : Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

NA

(RO) Correction:

10 Replaced Relay, Intake Air Heater Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) 10 Inspected and updated DCU softwarelevel recall [redacted] Module, Transmission Control (TCM) -Inspected and Reprogrammed Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA