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

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[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]	**Name**	[redacted]	**Zone** [redacted]
Address	10541 WOODCREST DR NW , COON RAPIDS, MN 55433		

Condition Information

Condition [redacted]	[redacted]	LOP Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[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 [redacted] ([redacted]) -Inspected and Reprogrammed 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]
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)***	5

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	LITHIA DODGE OF TRI-CITIES INC	***Zone***	[redacted]
Address	7171 WEST CANAL STREET , KENNEWICK, WA 99336				

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure*** [redacted]	***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]	[redacted]	1	X	[redacted]	
A	[redacted]7	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	[redacted]	1	[redacted]		[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel DIAG UCONNECT BOX MESSAGE PERFORM [redacted] FLASH

(RO) Cause:

NA

(RO) Correction:

5 REPLACE [redacted] INTAKE AIR [redacted] PERFORM NEEDED RECALLS ASPER VIN AND VIP FLOOR PLAN REIMBUSEMENT FLOOR PLAN REIMBUSEMENT PERFORM NEEDED RECALLS ASPER VIN AND VIP STAGE [redacted] 5 WHEN GETTING IN VEHICLE NOTICED SERVICEUCONNECT SEE DEALER MESSAGE WAS ON RADIO.AFTER [redacted] IGNITION CYCLES MESSAGE STILLCOMES UP EVERY TIME IGNITION IS TURNED ON.PERFORMED STEPS OF STAR CASE [redacted] BOX REQUIRES SERVICE MESSAGE. FOUNDNO DTCS SO FOLLOWING STAR CASE I WENT ON ADRIVE FOR ABOUT [redacted] AND IDLES OUTSIDEFOR ANOTHE[redacted] AND AFTE[redacted] STILL GET MESSAGE EVERY TIME. TRIEDRESETTING RADIO WITH VOLUME AND TUNE BUTTONAND CHECKED IF RADIO HAD A UPDATE AND IT DIDNOT. DIAGNOSIS TIME FOR NEEDEDREPAIRS 5 INSPECT AND REPROGRAM [redacted] [redacted]RT0.4 [redacted] BODY INTERIOR OTHER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted] FLASH

(Claim) Cause:

INSPECT AND REPROGRAM [redacted]

(Claim) Correction:

INSPECT AND REPROGRAM [redacted]

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)**	5

Expense

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

Dealer Information

Code	[redacted]	**Name**	LITHIA DODGE OF TRI-CITIES INC	**Zone**	[redacted]
Address	7171 WEST CANAL STREET , KENNEWICK, WA 99336				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel DIAG UCONNECT BOX MESSAGE PERFORM TCM FLASH

(RO) Cause:

NA

(RO) Correction:

5 REPLACE RELAY INTAKE AIR HEATER08-13[redacted] PERFORM NEEDED RECALLS ASPE[redacted] AND VIP FLOOR PLAN REIMBUSEMENT FLOOR PLAN REIMBUSEMENT PERFORM NEEDED RECALLS ASPE[redacted] AND VIP STAGE [redacted] WHEN GETTING IN VEHICLE NOTICED SERVICEUCONNECT SEE DEALER MESSAGE WAS ON RADIO.AFTER MANY IGNITION CYCLES MESSAGE STILLCOMES UP EVERY TIME IGNITION IS TURNED ON.PERFORMED STEPS OF STAR CASE [redacted] BOX REQUIRES SERVICE MESSAGE. FOUNDNO DTCS SO FOLLOWING STAR CASE I WENT ON ADRIVE FOR ABOUT [redacted] AND IDLES OUTSIDEFOR ANOTHE[redacted] AND AFTE[redacted] STILL GET MESSAGE EVERY TIME. TRIEDRESETTING RADIO WITH VOLUME AND TUNE BUTTONAND CHECKED IF RADIO HAD A UPDATE AND IT DIDNOT. DIAGNOSIS TIME FOR NEEDEDREPAIRS 5 INSPECT AND REPROGRAM TCM [redacted] BODY INTERIOR OTHER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM TCM FLASH

(Claim) Cause:

INSPECT AND REPROGRAM TCM [redacted]

(Claim) Correction:

INSPECT AND REPROGRAM TCM [redacted]

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

Expense

Labor	[redacted]	**Sublet**	$1,654.93	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SAN LEANDRO CHRYSLER DODGE JEEP	**Zone**	[redacted]
Address	1444 MARINA BLVD , SAN LEANDRO, CA 94577				

Condition Information

Condition		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	$172.70
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	7		104.23	$172.70
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		74.45	$172.70
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		39.15	$172.70
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	O-RING	1		32.06	$172.70
[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 ; 4X4 equipped			[redacted]	FLUID AFT	7		104.23	$345.41
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	5		74.45	$345.41
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted] T	1	X	[redacted]	[redacted]

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	7		[redacted]	[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	5		[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-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 ; 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	7		[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]	LUBRICANT	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]	FLUID AFT	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]	GASKET	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]	
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]	

RO Narratives

(RO) Customer Concern:

Check Tire Pressure *Automatic Transmission Concern [Customer States TOW IN - VEHICLE HAS NO FORWARD GEAR] *General Concern #1 [Customer States TOW IN - WHEN YOU SHIFT GEARS THE SHIFTER OR TRANSMSSION SNAPS] *General Concern #2 [Customer States TOW IN - VEHICLE WILL ONLY DRIVE IN REVERSE] Due to the age & mileage of this vehicle, [redacted] does not assume any liability for future issues your vehicle may exhibit. Performing service, repairs and/or Recalls can accelerate a failure with pre-existing conditions. Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

Check Tire Pressure SET TIRE PRESSURE TO FACTORY SETTINGS PER CALIFORNIA LAW LF____RF____RR____LR____ - FOR EXPRESS LANESERVICE [redacted] confirm transmission dose not move indrive. only in reverse has dyc's [redacted]-00Gear 1 Shift IncorrectRatio-Active [redacted]P0734-00Gear 4 ShiftIncorrect Ratio-ActiveABSU0402-00Implausible Data Received From [redacted]-Stored [redacted]mplausible DataReceived From [redacted]StoredASCMU0402-00Implausible Data Received From [redacted]-Active SAMU0402-00Implausible DataReceived From [redacted]-Stored found [redacted] remove transmission & replace K1 snapring- contacted star first. REMOVEDTRANSMISSION DISASSEMBLED FOR REPAIRSREPLACED THE K1 CLUTCHES AND HUB ASSEMBLY.TOPPED OFF TRANSFER CASE FLUID LEAKED OUT ONREMOVAL. REINSTALLED TRANSMISSION FILLED WITHFLUID PERFORMED TRANSMISSION QUICK LEARN.NORMAL OPERATION AFTER REPAIRS 21000a91 4.621000a62 .2 21000a61 .3 [redacted] .6 [redacted] [redacted] VEHICLE SIT OVERNIGHT - TRANSMISSIONWAS CLUNKING INTO GEAR AND AT FIRST HAD ADELAY ENGAGEMENT INTO DRIVE. FOUND SOFTWAREUP DATE FOR THE [redacted] MODULE UPDATED [redacted] AS PERTS [redacted] FOR SYSTEM IMPROVEMENT. ECU isup-to-date. Successfully flashed ECU from oldpart number [redacted] to current part number[redacted]. [redacted]RT Module, TransmissionControl ([redacted]l) - Inspect and Reprogram andReprogram Automatic Transmission [redacted] transmission quick learn REF NEW [redacted] FOR SUB[redacted] BILLING ALREADY PAID ONTHIS REPAIR ORDE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TOW IN - VEHICLE HAS NO FORWARD GEAR

(Claim) Cause:

CONFIRM TRANSMISSION DOSE NOT MOVE IN DRIVE. ONLY IN REVERSE HAS [redacted]S [redacted]-00GEAR [redacted] INCORRECT RATIO-ACTIVE [redacted]P0734-00GEAR [redacted] INCORRECT R ATIO-ACTIVE ABSU0402-00IMPLAUSIBLE DATA RECEIVED FROM [redacted]-STORED [redacted] IMPLAUSIBLE DATA RECEIVED FROM [redacted]STORED [redacted] DATA RECEIV ED FROM [redacted]-ACTIVE SAMU0402-00IMPLAUSIBLE DATA RECEIVED FROM [redacted]-STORED FOU N[redacted] TO REMOVE TRANSMISSION & REPLACE [redacted] SNAP RING- CONTACTED STAR FIRST.

(Claim) Correction:

REMOVED TRANSMISSION DISASSEMBLED FOR REPAIRS REPLACED THE K1 CLUTCHES AND HUB ASSEMBLY. TOPPED OFF TRANSFER CASE FLUID LEAKED OUT ON REMOVAL. REINSTALLED TRANSMISSION FILLED WITH FLUID PERFORMED TRANSMISSION QUICK LEARN. NORMAL O PERATION AFTER REPAIRS [redacted] [redacted] 210 00A60 1.2 [redacted] VEHICLE SIT OVERNIGHT - TRANSMISSION WAS CLUNKING INTO GEAR AND AT FIRST HAD A DELAY ENGAGEMENT INTO DRIVE. FOUND SOFTWARE UP DATE FOR THE [redacted] MODULE UPDATED [redacted] AS PER TS [redacted] FOR SYSTEM IMPROVEMENT. ECU IS UP-TO-DATE. SUCCESSFULLY FLASHED ECU FROM OLD PART NUMBER [redacted] TO CU RRENT PART NUMBE[redacted]. [redacted]RT MODULE, TRANSMISSION CONTROL[redacted]M) - INSPECT AND REPROGRAM AND REPROGRAM AUTOMATIC TRANSMISSION [redacted]. PERFO RMED TRANSMISSION QUICK LEARN

Warranty Claim Report

Vehicle Information

VIN	[redacted] - [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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	PERKINS MOTOR COMPANY INC	**Zone**	7[redacted] [redacted]
[redacted]	1205 MOTOR CITY DRIVE , COLORADO SPRINGS, CO 80906				

Condition Information

Condition [redacted]		Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1182.77	$184.19
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1182.77	$46.05
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	2		111.03	$46.05
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[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 ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		23.20	$30.70
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]	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	[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]
B	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	[redacted]
B	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	4		26.75	$92.09
B	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GREASE	1		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			$92.09
B	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BODY ASSY	1	X	2167.33	$92.09
B	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	6		[redacted]	

		[redacted]C ; 4X4 equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BODY ASSY	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two			[redacted]	BOLT	6		[redacted]	

		[redacted] propeller shaft equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]		4		26.75	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	BOLT	4		26.75	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	BOLT	6		23.20	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	BOLT	6		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]		4		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	BOLT	4		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	GREASE	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]

B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GREASE	1		54.30	$122.79
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	CLUTCHKIT	1		[redacted]	
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	2		[redacted]	
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	6		[redacted]	
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	BOLT	6		[redacted]	[redacted]
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	BOLT	4		[redacted]	
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	BOLT	4		[redacted]	
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	GREASE	1		[redacted]	
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	2		111.03	[redacted]
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	GASKET	1		[redacted]	

B	[redacted]	[redacted] Body ; [redacted] body - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
B	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	[redacted]	[redacted]			
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	[redacted]			
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]				
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]				
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GREASE	1			
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1			
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	[redacted]			[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 [redacted] RATIO ERROR IN [redacted]. 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 FAULT [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 CAMPAIG[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

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**	$1,622.34	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]				
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	GREASE	1		61.35	$81.91
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	6		92.84	$81.91
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		26.21	[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		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1336.17	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		92.84	[redacted]
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]			[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]	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]	
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		[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]	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]	GREASE	1		[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]	FLUID AFT	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	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]	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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	4		30.22	$627.99

		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]	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]	CLUTCHKIT	1 [redacted]	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	6		92.84	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Driveability Concern [CUSTOMER STATES VEHICLE WILL NOT GO INTO DRIVE. ONLY GOES INTO REVERSE BUT WILL NOT MOVE. WHEN IT TRIES TO GO INTO GEAR THE VEHICLE JERKS. FOUND [redacted] ONLINE [redacted] REGARDING K1 CLUTCH REPAIR. CHECK AND ADVISE.] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

F

(RO) Correction:

[redacted] performed inspection Multi-point inspection (according to maintenanceinterval) GOOD BRAKES [redacted] O[redacted] (DISC) OR [redacted] O[redacted] (DRUM) BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD TIRE ABOVE [redacted] VEHICLE SAFETY CONDITION INSPECTION INCLUDED GOOD BRAKES [redacted] O[redacted] (DISC) OR [redacted] OR [redacted] (DRUM) BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD TIRE ABOV[redacted] performed diagnostics check codesfound [redacted] and vehicleonly have reverse and no forward gears removethe transmission to check the k 1 clutch.found spring came out replace the k1 clutchassembly and reassemble reinstall thetransmission and t case. Driveability Concern Customer states vehicle has a drivability concern [redacted] no parts available. Recall / Customer Satisfaction Notification1

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DRIVEABILITY CONCERN [CUSTOMER STATES VEHICLE WILL NOT GO INTO DRIVE. ONLY GO ES INTO REVERSE BUT WILL NOT MOVE. WHEN IT TRIES TO GO INTO GEAR THE VEHICLE JERKS. FOUND [redacted] ONLINE [redacted] REGARDING K1 CLUTCH REPAIR.

(Claim) Cause:

PERFORMED DIAGNOSTICS CHECK CODES FOUN[redacted]. AND VEHIC LE ONLY HAVE REVERSE AND NO FORWARD GEARS REMOVE THE TRANSMISSION TO CHECK TH E K 1 CLUTCH. FOUND SPRING CAME OUT REPLACE THE K1 CLUTCH ASSEMBLY AND REASSE MBLE REINSTALL THE TRANSMISSION AND T CASE. FLASH THE TCM MODULE WITH NEWEST UP DATE OKAY AT THIS TIME

(Claim) Correction:

PERFORMED DIAGNOSTICS CHECK CODES FOUN[redacted]. AND VEHIC LE ONLY HAVE REVERSE AND NO FORWARD GEARS REMOVE THE TRANSMISSION TO CHECK TH E K 1 CLUTCH. FOUND SPRING CAME OUT REPLACE THE K1 CLUTCH ASSEMBLY AND REASSE MBLE REINSTALL THE TRANSMISSION AND T CASE. FLASH THE TCM MODULE WITH NEWEST UP DATE OKAY AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L62 - RAM 3500 TRADESMAN REG 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**	$6,013.56	[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	[redacted] Expense
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]	FLUID AFT	[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]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	2		23.80	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		23.80	[redacted]
A	[redacted]	Transmission, Replace - automatic ;			[redacted]	TRANSMISS	1	X	[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		23.80	$21.26
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WONT GO FORWARD PERFORM REPORT CARD INSPECTION

(RO) Cause:

CONFIRMED CONCERN. PERFORMED SCAN AND FOUN[redacted] [redacted] FOR GEAR ERROR RATIO IN [redacted]. INSPECTED FLUID LEVEL AND FOUND THAT FLUID HAD NO EVIDENCE OF CONTAMINATION AND LEVEL WAS CORRECT. STARTED STAR CASE([redacted]) STAR STATED TO REPLACE TRANSMISSION. REC REPLACEMENT TRANSMISSION

(RO) Correction:

DISCONNECTED BATTERY. REMOVED FRONT AND REAR DRIVE LINE. REMOVED DEF TANK. REMOVED CROSS MEMBER AND TORQUE CONVERTER BOLTS. REMOVED STARTER AND TRANSMISSION. FLUSHED COOLER AND COOLER LINES. PREPPED AND INSTALLED NEW TRANSMISSION. INSTALLED NEW TORQUE CONVERTER BOLTS, INSTALLED CROSSMEMBER AND DEF TANK. INSTALLED DRIVE LINES. PERFORME[redacted] START UP AND ADJUST FLUID. PERFORMED TEST DRIVE AND QUICK RELEARN. PERFORMED [redacted] AND INSPECTED FOR LEAKS. NO LEAKS FOUND. RELEASED VEHICLE TO CUSTOMER COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WONT GO FORWARD

(Claim) Cause:

CONFIRMED CONCERN. PERFORMED SCAN AND FOUN[redacted] [redacted] FOR GEAR ERROR RATIO IN [redacted]. INSPECTED FLUID LEVEL AND FOUND THAT FLUID HAD NO EVIDENCE OF CONTAMI NATION AND LEVEL WAS CORRECT. STARTED STAR CASE([redacted]) STAR STATED TO REP LACE TRANSMISSION. REC REPLACEMENT TRANSMISSION

(Claim) Correction:

DISCONNECTED BATTERY. REMOVED FRONT AND REAR DRIVE LINE. REMOVED DEF TANK. RE MOVED CROSS MEMBER AND TORQUE CONVERTER BOLTS. REMOVED STARTER AND TRANSMISSI ON. FLUSHED COOLER AND COOLER LINES. PREPPED AND INSTALLED NEW TRANSMISSION. INSTALLED NEW TORQUE CONVERTER BOLTS, INSTALLED CROSSMEMBER AND DEF TANK. IN STALLED DRIVE LINES. PERFORMED [redacted] START UP AND ADJUST FLUID. PERFORMED TES T DRIVE AND QUICK RELEARN. PERFORMED [redacted] AND INSPECTED FOR LEAK S. NO LEAKS FOUND. RELEASED VEHICLE TO CUSTOMER

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

Dealer Information

Code	[redacted]	**Name**	GLADSTONE DODGE INC	**Zone**	74 [redacted]
Address	5610 NORTH OAK , GLADSTONE, MO 64118				

Condition Information

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

RO Narratives

(RO) Customer Concern:

PERFORM RECALL MULTI POINT INSPECTION ENGINE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

TRUCK LOSES POWER AT 3000 [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK LOSES POWER AT [redacted]

(Claim) Cause:

VERIFEID CONCERN, FOUND [redacted] DIESEL DPF REGEN TOO FREQUENT. VERIFIED D EF IS AT [redacted] TANK, WATCHED ALL DATA AND FOUND NO ISSUES, NO EXHAUST LEAKS. REMOVED INTERCOOLER PIPING AND DID NOT SEE ANY OIL. FOUND SOOT [redacted].

(Claim) Correction:

PERFORMED REGEN AND TEST DROVE VEHICLE. RETURNED TO SHOP AND FOUND NEW SOOT LO AD [redacted]. DTC DID NOT RETURN AND VEHICLE IS NOT GOING INTO LIMP MODE

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

Condition Information

Condition [redacted]		Desc	Failure Code	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:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] CREW CAB CHASSIS [redacted]
Build Date	[redacted]	***Plant***	[redacted] 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)***	6

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	PHILLIPS CHRYSLER JEEP INC	***Zone***	[redacted]
Address	3440 S PINE STREET , OCALA, FL 34471				

Condition Information

Condition	[redacted]	***Desc***	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
[redacted]		Safety Recall 13A - Intake [redacted] 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]HEATER GRID RELAY

(RO) Cause:

NA

(RO) Correction:

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:

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]

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***	[redacted]
Address	, ,		

Condition Information

Condition [redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
[redacted]	[redacted] ake Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
[redacted] 7	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

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

Expense

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

Dealer Information

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

Condition Information

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

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [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	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]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	08[redacted]182	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
[redacted]7		Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

RECALLS AND CAMPAIGNS PERFORME[redacted]A202[redacted] RAM HEAVY DUTY GRID HEATER RELAY

(RO) Cause:

RECALL

(RO) Correction:

19 recall [redacted] Replace Relay, Intake AirHeater [redacted] FLOOR PLAN TO BE PAID[redacted] RECALLS AND CAMPAIGNS PERFORMED

(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]	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]	DODGE	**Zone**	35	[redacted]
Address	5202 JEFFERSON DAVIS HWY , FREDERICKSBURG, VA 22408						

Condition Information

Condition [redacted]	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] 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	[redacted]	
A	[redacted]7	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM [redacted] GRID RELAY

(RO) Cause:

POSSIBLE SHORT IN RELAY

(RO) Correction:

REPLACE HEATER GRID RELAY PER [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted] GRID RELAY

(Claim) Cause:

POSSIBLE SHORT IN RELAY

(Claim) Correction:

REPLACE HEATER GRID RELAY PER RECALL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] [redacted] [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	2515 N EXPRESSWAY , GRIFFIN, GA 30223

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)	CSTP13A1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT PULL, VEH WILL NOT ACCELL. TOWED IN. INSP/ADVISE. CUSTOMER STATES PERFORM RECALL [redacted] PERFORM FREE MULTI-POINT INSPECTION

(RO) Cause:

Vehicle will not move in drive. Only has reverse. Check engine light on. P[redacted] Gear 1 Shift Ratio and [redacted] Ratio. According to [redacted] must disassemble [redacted] clutch to inspect. Upon removal of K1 clutch found snap ring dislodge and k1, and k2 hub damaged. Recall13A MULTI-POINT INSPECTION

(RO) Correction:

Replaced K1 clutch kit, k1 hub, k2 hub, all related seals and topped off fluid. Test drove [redacted], ok. Replaced intake grid heater relay and tested, ok. MULTI-POINT INSPECTION PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT PULL, VEH WILL NOT ACCELL. TOWED IN

(Claim) Cause:

VEHICLE WILL NOT MOVE IN DRIVE. ONLY HAS REVERSE. CHECK ENGINE LIGHT ON. P [redacted] RATIO AND [redacted] SHIFT RATIO. ACCORDING TO [redacted] MUST DISASSEMBLE K1 CLUTCH TO INSPECT. UPON REMOVAL OF [redacted] CLUTCH FOUND SNAP RING DISLODGE AND K1, AND K2 HUB DAMAGED.

(Claim) Correction:

REPLACED K1 CLUTCH KIT, [redacted], [redacted], ALL [redacted] AND TOPPED OFF FLUI D. TEST DROVE [redacted], OK.

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

Dealer Information

Code	[redacted]	***Name***	[redacted]			***Zone***	35 [redacted]
Address	5202 JEFFERSON [redacted] HWY , FREDERICKSBURG, VA 22408						

Condition Information

Condition [redacted]	[redacted] ***Desc***	***Failure Code***	***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 [redacted] GRID RELAY

(RO) Cause:

POSSIBLE SHORT IN RELAY

(RO) Correction:

REPLACE HEATED GRID RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted] GRID RELAY

(Claim) Cause:

POSSIBLE SHORT IN RELAY

(Claim) Correction:

REPLACE HEATED GRID RELAY

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]	**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	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transfer Case ; a[redacted]	[redacted]	INTERNAL	[redacted]	TRANSFER	1	X	2893.94	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RECALL SERVICES MULTI POINT VEHICLE INSPECTION CUSTOMER STATES... CUSTOMER STATES... CUSTOMER DECLINED

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISSION ISNT SHIFTING COR RECTLY- CHK AND ADVISE

(Claim) Cause:

FOUND THAT THE TRANSFUR CASE WAS STUCK IN THE LOW RA NGE SIDE

(Claim) Correction:

REMOVED AND REPLACED TRANSFUR CASE

Warranty Claim Report

Vehicle Information

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

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**	LARRY H MILLER CHRYSLER DODGE	**Zone**	[redacted]
Address	1800 W 104TH AVE , DENVER, CO 80234				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	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]	Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

NO INSPECTION RECALL CAMPAIGN [redacted] RAM HEAVY DUTY GRID HEATER RELAY RECALL CAMPAIG[redacted] - 22MY DJ/D2/DD/DP [redacted] DIESEL EXHAUST FLUID FREE AUTO.LIVE REPAIR ORDER

(RO) Cause:

NO INSPECTION F F

(RO) Correction:

[redacted] INSPECTION NOT REQUIRED AT THIS TIME [redacted] DISCONNECTED [redacted] NEGATIVE TERMINALS.REMOVED INTAKE HOSE. DISCONNECTED HEATERRELAY CONNECTOR. DISCONNECTED [redacted] NUTS ANDCABLES. REMOVED HEATER RELAY. INSTALLEDHEATER RELAY. INSTALLED [redacted] NUTS AND CABLESAND TORQUED TO [redacted]. INSTALLED CONNECTORBACK. INSTALLED INTAKE HOSE. AND INSTALLEDNEGATIVE TERMINALS. Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay ([redacted] INSTALLED BATTERY CHARGER. CONNECTEDMICO POD TO VEHICLE. TURNED KEY TO RUN.OPENED UP WITECH AND CLICKED ON DCU MODULE.FLASHED DCU TO LATEST SOFTWARE 2019 - [redacted] [redacted] DJ DP [redacted] DCU Current Part Number57008770A TO NEW PART NUMBER [redacted] CYCLED KEY AND CLEARED ALL CODES.TURNED IGNTION OFF AND DISCONNECTED POD.REMOVED CHARGER AND CLOSED HOOD. Inspect and update DCUsoftware level AUTO.LIVE REPAIR ORDER Auto.Live Repair Order

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[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]	**Name**	COURTESY [redacted]	[redacted]
Address	9207 E ADAMO DR , TAMPA, FL 33619		

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Module , air suspension control	[redacted]	INTERNAL	[redacted]	MODULE	1	X	[redacted]	
B	Reservoir , Air Suspension ; Drain/Refill			[redacted]	COMPRESSO	1	X	[redacted]	[redacted]
B	Compressor, air suspension ; Compressor - All except [redacted]		INTERNAL [redacted]	[redacted]	COMPRESSO	1	X	[redacted]	
[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	COMPRESSO	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern #1 [CUSTOMER STATESAIR RIDE DOES NOT COMES UP OR DOWN INSPECT AND ADVICE]

(RO) Cause:

.

(RO) Correction:

part ordered SPECIAL ORDER PARTS [redacted] scanned tuck has no codes, when pushbutton for bed lowering ... the bed wouldstart to move and then stop.. has no errormessages.. seem like module was resettingeach time you pushed the button forlowering... replaced the air ride module, setthe ride heights and the system would lowerbed but would time out and set a message inthe cluster.. air system disabled... resetthe system [redacted] and still would notwork properly. the pump was running andgetting real hot and shutting off before theprocedure was complete.. installed a new airride pump and performed refill procedure ...reset the ride heights and tested systemagain.... this time the bed would lower andraise properly.. test drove the vehicle..retest, still working properly... let sitovernight and retest again, bed lowered andraised up properly.... Module , air suspension control - Test and Replace (2 - Skilled) Compressor, air suspension - Test and Replace Compressor - All except [redacted] (1 - Semi-Skilled) Reservoir , Air Suspension Drain/Refill DIAG TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES AIR RIDE DOES NOT COMES UP OR DOWN INSPECT AND ADVICE

(Claim) Cause:

SCANNED TUCK HAS NO CODES, WHEN PUSH BUTTON FOR BED LOWERING ... THE BED WOULD START TO MOVE AND THEN STOP.. HAS NO ERROR MESSAGES.. SEEM LIKE MODULE WAS RESETTING [redacted] YOU PUSHED THE BUTTON FOR LOWERING RESETTING [redacted] YOU PUSHED THE BUTTON FOR LOWERING... REPLACED THE AIR RID E MODULE, SET THE RIDE HEIGHTS AND THE SYSTEM WOULD LOWER BED BUT WOULD TIME OUT AND SET A MESSAGE IN THE CLUSTER.. AIR SYSTEM DISABLED... RESET THE SYS TEM [redacted] AND STILL WOULD NOT WORK PROPERLY. THE PUMP WAS RUNNING AND GE TTING REAL HOT AND SHUTTING OFF BEFORE THE PROCEDURE WAS COMPLETE..

(Claim) Correction:

REPLACED THE AIR RIDE MODULE, SET THE RIDE HEIGHTS AND THE SYSTEM WOULD LOWER BED BUT WOULD TIME OUT AND SET A MESSAGE IN THE CLUSTER.. AIR SYSTEM DISABLE D... RESET THE SYSTEM [redacted] AND STILL WOULD NOT WORK PROPERLY. THE PUMP WAS RUNNING AND GETTING REAL HOT AND SHUTTING OFF BEFORE THE PROCEDURE WAS C INSTALLED A NEW AIR RIDE PUMP AND PERFORMED REFILL PROCEDURE ... RESET THE RID OMPLETE.. INSTALLED A NEW AIR RIDE PUMP AND PERFORMED REFILL PROCEDURE ... R E HEIGHTS AND TESTED SYSTEM AGAIN.... THIS TIME THE BED WOULD LOWER AND RAIS ESET THE RIDE HEIGHTS AND TESTED SYSTEM AGAIN.... THIS TIME THE BED WOULD LOWE E PROPERLY.. TEST DROVE THE VEHICLE.. RETEST, STILL WORKING PROPERLY... LET SI R AND RAISE PROPERLY.. TEST DROVE THE VEHICLE.. RETEST, STILL WORKING PROPER LY... LET SIT OVERNIGHT AND RETEST AGAIN, BED LOWERED AND RAISED UP PROPERLY T OVERNIGHT AND RETEST AGAIN, BED LOWERED AND RAISED UP PROPERLY.... ....

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 BIG HORN 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	74 [redacted]
[redacted]	200 ALPINE STREET , LONGMONT, CO 80501				

Condition Information

Condition [redacted]	[redacted]	[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	1406.49	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				HUB	1		199.28	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				RACE	1			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		41.77	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68254056AB	HUB	1		392.82	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BEARING	1		41.01	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68269568AB	[redacted]	1		11.98	[redacted]
[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				GREASE	1		64.58	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	1		7.86	[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	2		[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]	RACE	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	3		[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]	SEALER	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]	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			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]	BOLT	4		[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	4		[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	2		[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]	[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]	FLUID AFT	3		[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEALER	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]	
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 /	ZZ	SERVICE ACTION	[redacted]	RACE	1		38.90	$805.32

		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		41.77	[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]	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]	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	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]	SEAL RING	1		7.86	[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		35.07	[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	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]	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		32.58	[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]	[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]		4		31.81	[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]	SEALER	1		11.02	[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION / TRANSFER CASE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS THE VEHICLE WILL NOT GO INTO GEAR

(Claim) Cause:

VERIFIED [redacted] [redacted] RATIO ERROR. FLUID LEVEL AND CONDITION OK. NO FORWARD ENGAGEMENT. REMOVED TRANS AND FOUND K1 SNAP RING DISLODGED.

(Claim) Correction:

REPLACED ALL K1 PARTS. ADJUSTED END PLAY W THRUST WASHERS. REPLACED GASKET AND SEALS. RE ASSY AND REFILLED TRANS. ROAD TEST

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**	$1,142.96	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition						Part Name	Quantity	Failed	Expense	Expense
[redacted]		Module, Engine [redacted] (ECM) ; Module, Engine [redacted] (ECM) - Reprogram ([redacted] Transmission)			[redacted]	[redacted]			[redacted]	
[redacted]		Module, Engine [redacted] (ECM) ; Module, Engine [redacted] (ECM) - Reprogram ([redacted] Transmission)			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Module, Engine [redacted] (ECM) ; Module, Engine [redacted] (ECM) - Reprogram ([redacted] Transmission)			[redacted]	FLUID AFT	8		95.20	[redacted]
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	8		95.20	[redacted]
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	$68.24
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		95.20	$68.24
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[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]	FLUID AFT	8		95.20	$136.49
[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	8		95.20	$22.75
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / 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] / 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] / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT PULL, VEH WILL NOT ACCELL. TOWED IN. INSP/ADVISE. CUSTOMER STATES PERFORM RECALL [redacted] PERFORM FREE MULTI-POINT INSPECTION

(RO) Cause:

Vehicle will not move in drive. Only has reverse. Check engine light on. P[redacted] Gear 1 [redacted] Ratio and [redacted] Ratio. According to [redacted] must disassemble [redacted] clutch to inspect. Upon removal of K1 clutch found snap ring dislodge and k1, and k2 hub damaged. Recall13A MULTI-POINT INSPECTION

(RO) Correction:

Replaced K1 clutch kit, [redacted] hub, k2 hub, all related seals and topped off fluid. Test drove [redacted], ok. Replaced intake grid heater relay and tested, ok. MULTI-POINT INSPECTION PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL NOT PULL, VEH WILL NOT ACCELL. TOWED IN

(Claim) Cause:

VEHICLE WILL NOT MOVE IN DRIVE. ONLY HAS REVERSE. CHECK ENGINE LIGHT ON. P [redacted] RATIO AND [redacted] RATIO. ACCORDING TO [redacted] MUST DISASSEMBLE K1 CLUTCH TO INSPECT. UPON REMOVAL OF K1 CLUTCH FOUND SNAP RING DISLODGE AND K1, AND [redacted] DAMAGED.

(Claim) Correction:

REPLACED K1 CLUTCH KIT, [redacted], [redacted], ALL RELATED SEALS AND TOPPED OFF FLUI D. TEST DROVE [redacted], OK.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[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***	[redacted]	***Zone***	[redacted]
Address	200 ALPINE STREET , LONGMONT, CO 80501				

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only								[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS THE VEHICLE WILL NOT GO INTO GEAR

(Claim) Cause:

VERIFIED [redacted] [redacted] RATIO ERROR. FLUID LEVEL AND CONDITION OK. NO FORWARD

- - - ENGAGEME NT. REMOVED TRANS AND FOUND K1 SNAP RING DISLODGED

(Claim) Correction:

REPLACED ALL K1 PARTS. ADJUSTED END PLAY W THRUST WASHERS. REPLACED GASKET AND SEALS. RE ASSY AND REFILLED TRANS. ROAD TEST

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	$1,406.34	***Sublet***	[redacted]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

[redacted]		[redacted]				***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	4		[redacted]	[redacted]
[redacted]		Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		[redacted]	
[redacted]		Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	O-RING	1		[redacted]	
[redacted]		Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	WASHER	2		[redacted]	
[redacted]		Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	2		[redacted]	
[redacted]		Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	1		1359.66	[redacted]
[redacted]		Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	4		[redacted]	$263.69
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted]	1		7.59	$263.69

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	CLUTCHKIT	1		[redacted]	
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] propeller shaft equipped			[redacted]	SNAP [redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL [redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]		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]	WASHER	2		[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]	CLUTCHKIT	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] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP [redacted]	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]	SEAL [redacted]	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]		1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		33.90	$1,010.80

		/ Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	68085955AA	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	05189966AD	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	68244638AA	GASKET	[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 TRANSMISSION STOP WORKING PROPERLY WILL NOT UPSH IFT SERVICE LIGHT TURN ON AND VEHICLE LOST DRIVE HAS ONLY REVERSE

(Claim) Cause:

DUPLICATED CONCERN. FOUND NO FORWARD MOTION. FOUND [redacted] ACITVE. FOUND [redacted] SNAP RING FAILED AND DAMAGED THE HUB. RECOMMEND REPAIRS AS PER TSB.

(Claim) Correction:

REPLACED K1 HUB AND SEALS. REPLACED OIL PUMP GASKET, TOPPED OFF FLUID, FLASH UPDATED TCM AND PERFORMED QUICK LEARN. VERIFIED PROPER SHIFTING ON TEST DRIVE . [redacted] CLUTCH / INPUT SHAFTASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBL Y[redacted] SKILLED)2 - TRANSMISSION ANDTRANSFER CASE4.6 HRS.OPTIONAL LOPS: LABOR OPERATION NO: LABOR DESCRIPTIONSKILL CATEGORYLABOR TIME21-00-0A-62TWO [redacted] PROPELLER SHAFT EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANS FER CASE0.2 HRS.21-00-0A-61SKID PLATE EQUIPPED([redacted] SKILLED)2 - TRANSMI SSIONAND TRANSFER

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]	[redacted]
Address	, ,				

Condition Information

Condition [redacted]	[redacted]		Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Pipe, Front exhaust ; 6.7 liter [redacted] equipped	11	BROKEN OR CRACKED	[redacted] C	PIPE	1	X	1254.99	$133.89
A	[redacted]	Pipe, Front exhaust ; [redacted] equipped	11	BROKEN OR CRACKED	[redacted]	GASKET	1		24.70	$133.89
A	[redacted]	Pipe, Front exhaust ; 6.7 liter [redacted] equipped		BROKEN OR CRACKED	[redacted]	GASKET	1		10.35	$133.89
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		61.21	[redacted]
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		372.32	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	[redacted]			
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		138.94	[redacted]
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		46.31	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		61.21	$33.47
B	21000A62	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	HUB	[redacted]			

		[redacted]C ; [redacted] propeller shaft equipped								
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]	FLUID AFT	9		[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] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
B	[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		[redacted]	[redacted]
B	[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	9		[redacted]	[redacted]
B	[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		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] AND [redacted]

GCS Narratives

(Claim) Customer Concern:

THE TRANS WILL NOT GO INTO GEAR THE WEBBING ON THE EXHAUST PIPE CAME LOOSE

(Claim) Cause:

LOOSE WEBBING THE TRUCK BARELY MOVES AT ALL BUT IT DOES HAVE REVERSE. PUSHED IT IN AND SCAN NED FOR DTC'S. [redacted] AND [redacted]. FOUND [redacted] REV. A. REMOVED THE TRANS AND DISASSEMBLED AND FOUND THE K1 SNAP RING DISLODGED. WHICH ALSO CAUSED DAM AGE TO THE [redacted] HUB.

(Claim) Correction:

REPLACED THE EXHAUST PIPE REPLACED THE K1 CLUTCH KIT AND [redacted] HUB. REINSTALLED TRANS, FILLED AND ROAD TES TED. LOP'S [redacted], [redacted], [redacted], [redacted]

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**	[redacted]
Address	6171 PENSACOLA BLVD , PENSACOLA, FL 32505				

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		36.88	$77.45
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		171.60	$77.45
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		35.97	$77.45
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		338.25	$77.45
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		35.31	$77.45
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1		10.31	$77.45
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		6.77	$77.45
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O[redacted]	1		30.20	$77.45
A [redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	2		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		55.61	$77.45
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	GASKET	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]	BOLT	6		[redacted]	

		[redacted]C ; 4X4 equipped								
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			68253813AB	RACE	1		[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]	HUB	1		[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]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	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]	[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			68253816AA	RACE	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			[redacted]	GREASE	1		55.61	$154.91
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]	[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]	HUB	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253813AB	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]	
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	4		[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			68253814AA	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]	WASHER	2		[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] 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]	[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] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	HUB	1		171.60	[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		33.50	[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		35.97	[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]	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]	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]	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		[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		30.20	[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]	RACE	1		38.12	[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]	WASHER	2		[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]	

RO Narratives

(RO) Customer Concern:

Customer States cel is on and its not shifting gears correctly - was in traffic and heard a clunk then lost all forward gears and only had reverse. was towed in. please check and advise COURTESY CUSTOMER VEHICLE INSPECTION INSPECT ALL INTERIOR AND EXTERIOR COMPONENT OPERATIONS.

(RO) Cause:

CHECK AND ADVISE DTC CHECK FLUID LEVELS, WIPERS, BRAKES, BATTERY, TIRES, ETC. PERFORMED COMPLETE VEHICLE INSPECTION PER CHECK LIST

(RO) Correction:

INSPECTED DTC, k1 clutch snap ring has become dislodged inside trans. causing incorrect shifting ratio. remove driveshafts, transfercase and transmission. remove k1 clutch assembly and install new clutch assembly. reinstall transmission, transfercase and driveshafts. perform tcm quick learn. shifts through all gears normally, no dtc present. AND NOTIFIED CUSTOMER OF ANY CONCERNS. AND VEHICLE WALK AROUND.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States cel is on and its not shifting gears correctly - was in traffi Customer States cel is on and its not shifting gears correctly - was in traffi Customer States cel is on and its not shifting gears correctly - was in traffi Customer States cel is on and its not shifting gears correctly - was in traffi

(Claim) Cause:

CHECK AND ADVISE DTC CHECK AND ADVISE DTC CHECK AND ADVISE DTC CHECK AND ADVISE DTC

(Claim) Correction:

INSPECTED DTC, k1 clutch snap ring has become dislodged inside trans. causing INSPECTED DTC, k1 clutch snap ring has become dislodged inside trans. causing INSPECTED DTC, k1 clutch snap ring has become dislodged inside trans. causing INSPECTED DTC, k1 clutch snap ring has become dislodged inside trans. causing

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**	$1,630.03	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Failed	[redacted] Expense	Expense
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$81.13
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	8		125.49	$81.13
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			26.57	$81.13
[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]	GREASE	1		62.19	$81.13
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	8		125.49	[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]	[redacted]			30.63	[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]	GREASE	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	8		125.49	[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]	[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]	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]	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 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		30.63	[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		30.63	[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]	
B	181905RT	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[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 FO[redacted] FACTORY RECALL

(RO) Correction:

REMOVED TRANSMISSION FOUND [redacted] 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 [redacted] UPDATE AVAILABLE, FLASHED [redacted] AND NO | | CHANGE, FOLLOWED DIAGNOSTIC PROCEEDURE FO[redacted]

(Claim) Correction:

REMOVED TRANSMISSION FOUND K1 SNAP RING OUT OF PLACE, | | WILL REQUIRE REPLACEMENT OF K1 SNAP RING, K1 CLUTCH PACK | | REPLACED INPUT ASSEMBLY AND SET END PLAY

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 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] CHRYSLER JEEP, INC	[redacted]	6[redacted] [redacted]
Address	789 COBB PARKWAY SOUTH , MARIETTA, GA 30060				

Condition Information

Condition [redacted]	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part 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)	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:

CUSTOMER STATES VEHICLE WILL NOT ENGAGE IN DRIVE. CUSTOMER STATED VEHICLE WILL ONLY ENGAGE IN DRIVE IF ROLLING FORWARD. VEHICLE WILL STILL ENGAGE IN REVER SE PLEASE CHECK AND ADVISE

(Claim) Cause:

DISLODGED K1 CLUTCH SNAP RING AND OUT-OF-DATE [redacted] SOFTWARE

(Claim) Correction:

INSPECTED K1 CLUTCH / INPUT SHAFT ASSEMBLY. FOUND DISLODGED SNAP RING. REPLA CED K1 CLUTCH / INPUT SHAFT ASSEMBLY. TEST DROVE VEHICLE AND EXPERIENCED HA RSH SHIFT. UPDATED [redacted] SOFTWARE FROM VERSION

[redacted] TO [redacted]. TRA NSMISSION NOW OPERATES NORMALLY. DEF EQUIPPED. [redacted] EQUIPPED [redacted]. [redacted]

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

Expense

Labor	$31.96	***Sublet***	[redacted]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

[redacted]		[redacted]		***Name***	[redacted]	***Zone***	32[redacted]
Address	611-613 LOUDONVILLE RD , LATHAM, NY 12110						

Condition Information

Condition [redacted]	[redacted]	***Desc*** [redacted]	***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[redacted]	(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] AISIN TRANSMISSION ROUGH SHIFT Safety Recall [redacted] - Intake Air Grid Heater Relay

(RO) Cause:

Per [redacted] Per [redacted]

(RO) Correction:

Module, Transmission Control (TCM) - Reprogram Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled) 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:

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	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] CHRYSLER JEEP, INC	***Zone***	6[redacted]
Address	789 COBB PARKWAY SOUTH , MARIETTA, GA 30060				

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)	[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Customer States open recall on [redacted]. Multi-point inspection (according to maintenance interval) CUSTOMER STATES TRANSMISSION CONCERN. TRUCK WILL NOT GO INTO DRIVE.

(RO) Cause:

x

(RO) Correction:

REPLACE INTAKE AIR HEATER RELAY PER RECALL INSTRUCTIONS([redacted]) PERFORM [redacted] INSPECTION Inspected [redacted] Clutch / Input Shaft Assembly. Found dislodged snap ring. Replaced [redacted] Clutch / Input Shaft Assembly. Test drove vehicle and experienced harsh shift. Updated [redacted] Software from [redacted] to [redacted]. Transmission now operates normally. DEF equipped. 4x4 equipped. [redacted] driveshaft equipped.21[redacted] HRS21[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION CONCERN. TRUCK WILL NOT GO INTO DRIVE.

(Claim) Cause:

DISLODGED [redacted] CLUTCH SNAP RING AND OUT OF DATE [redacted] SOFTWARE

(Claim) Correction:

INSPECTED [redacted] CLUTCH / INPUT SHAFT ASSEMBLY. FOUND DISLODGED SNAP RING. REPLA CED [redacted] CLUTCH / INPUT SHAFT ASSEMBLY. TEST DROVE VEHICLE AND EXPERIENCED HA RSH SHIFT. UPDATED [redacted] SOFTWARE FROM VERSION [redacted] TO [redacted]. TRA NSMISSION NOW OPERATES NORMALLY. DEF EQUIPPED. 4X4 EQUIPPED. [redacted] DRIV ESHAFT EQUIPPED. 2 [redacted], [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]	CAB CHASSIS	[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]
Address	611-613 LOUDONVILLE RD , LATHAM, NY 12110		

Condition Information

Condition [redacted]	***LOP***	***LOP Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted]					
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] AISIN TRANSMISSION ROUGH SHIFT Safety Recall [redacted] - Intake Air Grid Heater Relay

(RO) Cause:

Per [redacted] Per [redacted]

(RO) Correction:

Module, [redacted] ([redacted]) - Reprogram Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled) 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:

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	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***		***Zone***	51
Address	, ,				

Condition Information

Condition [redacted]		***Failure*** [redacted]	***Failure*** [redacted]	***Number***	[redacted]				
					Name	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Safety Recall 13A - Intake Air [redacted] Heater Relay ; Replace Intake Air [redacted] Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]
[redacted]		State Labor Allowance			[redacted]	RELAY	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

Recall #: [redacted], Launch Date: [redacted] Heavy [redacted] Heater Rel

(RO) Cause:

NA

(RO) Correction:

Recall #: [redacted], Launch Date: [redacted] Heavy [redacted] Heater Rel - REPLACED RELAY -

(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] 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]	**Name**	[redacted]	**Zone** [redacted]
Address	2500 NEW CALHOUN HWY NE , ROME, GA 30161		

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]	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer statesthey cranked vehicle drove it down then road and it would no longer gointo first gear. Check and advise.] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] flashes for dtc [redacted]

(RO) Cause:

e e

(RO) Correction:

[redacted] trans. won,t pull verified trans wouldnot engage in gear and and trouble code [redacted], referenced [redacted] r&rprop.shafts d.e.f. tank transfercase etc...to r&r trans. dissasemble inspect, found snapring dislodged as stated in tsb [redacted] 23.replace clutch & shaft assembly & necessaryseals & gaskets.fluid erase dtcs. &quicklearn per tsb. retest and roadtest ok General Concern #1 TECHNICIAN FOUN[redacted] r%r air intake assemblyto replace heater grid relay Recall / Customer Satisfaction Notification1 PERFORMED RECALL BY [redacted] update modules updated pcm for dtc.p1451-[redacted]& updated tcm for hard shift &quicklearn c.v.i. TECHNICIAN FOUND

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THEY STARTED VEHICLE, DROVE IT DOWN ROAD AND IT WOULD NOT GO I NTO [redacted] GEAR

(Claim) Cause:

TECH FOUND TRANSMISSION WOULD NOT PULL AND WOULD NOT ENGAGE IN GEAR, FOUND ACT IVE DTC [redacted] GEAR 1 SHIFT INCORRECT RATIO, FOUND K1 CLUTCH SNAP RING DIS LODGED, FOUN[redacted] FOR ISSUE

(Claim) Correction:

REMOVED PROP SHAFTS, DEF TANK, TRANSFERCASE AND RELATED PARTS, REPLACED CLUTCH AND SHAFT ASSEMBLY, SEALS, GASKETS AND BOLTS, REASSEMBLED TRANSMISSION, ADD ED ATF, ERASED DTCS, AND PERFORMED QUICKLEARN, RETESTED AND ROAD TESTED, NO ISSUE AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[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	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]
Address	, ,		

Condition Information

Condition [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:

RECALL 13-A RAPID RESPONSE 23-065 RAPID RESPONSE 23-086

(RO) Cause:

INSTALLED NEW RELAY NO PARTS FLASH UPDATE TO TCM

(RO) Correction:

24 COMPLETE INSTALL NEW RELAY FOR HEATER GRID FLOOR PLAN[redacted] INSTALL NEW RELAY FOR HEATER GRID SUBLET REPAIRS PARTS ORDERED ON BACK ORDE[redacted] PLUS MISC 24 FLASHED TCM. FLASH UPDAT TO TCM PER 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**	[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**	[redacted]

Condition Information

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

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
OPEN [redacted]

(Claim) Cause:
OPEN [redacted]

(Claim) Correction:
PERFORMED OPE[redacted]

Warranty Claim Report

Vehicle Information

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

Condition Information

Condition [redacted]		[redacted]	Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense [redacted]
A	[redacted]	Module, Transmission [redacted] ; Module, Transmission [redacted] - Inspect Software Level	RF							[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
OPEN [redacted]

(Claim) Cause:
OPEN [redacted]

(Claim) Correction:
PERFORMED OPE[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]	**Zone**	[redacted]
Address	2500 NEW CALHOUN HWY NE , ROME, GA 30161				

Condition Information

Condition Code	[redacted]	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]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	
[redacted]		Transmission : [redacted] equipped 2500-3500 [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission : [redacted] equipped 2500-3500 [redacted] pick-up only			[redacted]	GREASE	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	3		[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]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
[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			[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	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 Snap Ring	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 Snap Ring	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 Snap Ring	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 Snap Ring	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer statesthey cranked vehicle drove it down then road and it would no longer gointo first gear. Check and advise.] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] flashes for dtc [redacted]

(RO) Cause:

e e

(RO) Correction:

[redacted] trans. won,t pull verified trans wouldnot engage in gear and and trouble code [redacted], referenced tsb [redacted] r&rprop.shafts d.e.f. tank transfercase etc...to r&r trans. dissasemble inspect, found snapring dislodged as stated in tsb [redacted] 23.replace clutch & shaft assembly & necessaryseals & gaskets.fluid erase dtcs. &quicklearn per tsb. retest and roadtest ok General Concern #1 TECHNICIAN FOUN[redacted] # [redacted] r%r air intake assemblyto replace heater grid relay Recall / Customer Satisfaction Notification1 PERFORMED RECALL BY [redacted] update modules updated pcm for dtc.p1451-00 & updated tcm for hard shift &quicklearn c.v.i. TECHNICIAN FOUND

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THEY STARTED VEHICLE, DROVE IT DOWN ROAD AND IT WOULD NOT GO I NTO [redacted]

(Claim) Cause:

TECH FOUND TRANSMISSION WOULD NOT PULL AND WOULD NOT ENGAGE IN GEAR, FOUND ACT IVE DTC [redacted] GEAR 1 SHIFT INCORRECT RATIO, FOUND K1 CLUTCH SNAP RING DIS LODGED, FOUN[redacted] FOR ISSUE

(Claim) Correction:

REMOVED PROP SHAFTS, DEF TANK, TRANSFERCASE AND RELATED PARTS, REPLACED CLUTCH AND SHAFT ASSEMBLY, SEALS, GASKETS AND BOLTS, REASSEMBLED TRANSMISSION, ADD ED ATF, ERASED DTCS, AND PERFORMED QUICKLEARN, RETESTED AND ROAD TESTED, NO ISSUE AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] LIMITED	[redacted] 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	$1,088.21	**Sublet**	[redacted]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	9		134.87	$96.02
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[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]	FLUID AFT	9		134.87	$192.04
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		74.93	$192.04
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[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		134.87	[redacted]
[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]		Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram,	CC	SENDING UNITS/SENSORS						[redacted]

		Includes Quicklearn Routine								

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 NOT ENGAGE IN DRIVE. CUSTOMER STATED VEHICLE WILL ONLY ENGAGE IN DRIVE IF ROLLING FORWARD. VEHICLE WILL STILL ENGAGE IN REVER SE PLEASE CHECK AND ADVISE

(Claim) Cause:

DISLODGED K1 CLUTCH SNAP RING AND OUT-OF-DATE TCM SOFTWARE

(Claim) Correction:

INSPECTED K1 CLUTCH / INPUT SHAFT ASSEMBLY. FOUND DISLODGED SNAP RING. REPLA CED K1 CLUTCH / INPUT SHAFT ASSEMBLY. TEST DROVE VEHICLE AND EXPERIENCED HA RSH SHIFT. UPDATED TCM SOFTWARE FROM VERSION [redacted] TO [redacted]. TRA NSMISSION NOW OPERATES NORMALLY. DEF EQUIPPED. [redacted] EQUIPPED [redacted], 4 [redacted] HRS [redacted], [redacted] [redacted], [redacted] [redacted] RT, [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$1,503.84	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	ED [redacted]	CHRYSLER JEEP [redacted]	**Zone**	66	[redacted]

[redacted]

Condition Information

Condition [redacted]	[redacted]	Desc	Failure Code	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] 4x4 pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	[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]	FLUID AFT	9		[redacted]	$192.04
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		74.93	$192.04
[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]	FLUID AFT	[redacted]			
[redacted]	[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] ; K1 [redacted] Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[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	5		74.93	[redacted]
B	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Customer States open recall on [redacted]. Multi-point inspection (according to maintenance interval) CUSTOMER STATES TRANSMISSION CONCERN. TRUCK WILL NOT GO INTO DRIVE.

(RO) Cause:

x

(RO) Correction:

REPLACE INTAKE AIR HEATER RELAY PER RECALL INSTRUCTIONS([redacted], [redacted]) PERFORM [redacted] INSPECTION Inspected [redacted] Clutch / Input Shaft Assembly. Found dislodged snap ring. Replaced [redacted] Clutch / Input Shaft Assembly. Test drove vehicle and experienced harsh shift. Updated [redacted] Software from [redacted] [redacted] to [redacted]. Transmission now operates normally. DEF equipped. [redacted] equipped. [redacted] driveshaft equipped.21[redacted], [redacted], [redacted] [redacted], [redacted] [redacted], [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION CONCERN. TRUCK WILL NOT GO INTO DRIVE.

(Claim) Cause:

DISLODGED [redacted] CLUTCH SNAP RING AND OUT OF DATE [redacted] SOFTWARE

(Claim) Correction:

INSPECTED [redacted] CLUTCH / INPUT SHAFT ASSEMBLY. FOUND DISLODGED SNAP RING. REPLA CED [redacted] CLUTCH / INPUT SHAFT ASSEMBLY. TEST DROVE VEHICLE AND EXPERIENCED HA RSH SHIFT. UPDATED [redacted] SOFTWARE FROM VERSION [redacted] TO [redacted]. TRA NSMISSION NOW OPERATES NORMALLY. DEF EQUIPPED. 4X4 EQUIPPED. [redacted] DRIV ESHAFT EQUIPPED. 2[redacted], [redacted], [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]
Address	6171 PENSACOLA BLVD , PENSACOLA, FL 32505		

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted]				
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM [redacted] AISIN TRANSMISSION ROUGH SHIFT PERFORM RECALL PER INSTRUCTIONS 13A [redacted] RAM HEAVY DUTY GRID HEATER REL

(RO) Cause:

[redacted]

(RO) Correction:

[redacted]RT -Module, Transmission [redacted] ([redacted]) - Inspect and Reprogram - [redacted] Current Part Number: [redacted] New Part Number: [redacted] -Replace Relay, Intake Air Heater - [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted] AISIN TRANSMISSION ROUGH SHIFT

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]RT -Module, Transmission [redacted] ([redacted]) - Inspect and Reprogram - [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***	[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]
Address	6171 PENSACOLA BLVD , PENSACOLA, FL 32505		

Condition Information

Condition [redacted]	***Desc*** [redacted]	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	Safety Recall 13A - Intake [redacted] Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	[redacted]
[redacted]	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	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:

PERFORM RECALL PER INSTRUCTIONS 13A [redacted] RAM HEAVY DUTY GRID HEATER REL

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted] -Replace Relay, Intake Air Heater - [redacted]

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	10585 W SAM HOUSTON PKWY S , HOUSTON, TX 77099				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***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] C ; [redacted] equipped				CLUTCHKIT	1	X	1199.28	[redacted]
A	[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped				BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1199.28	$33.68
[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 Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	[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]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Customer Satisfaction Notification 2) CUSTOMER STATES PERFORM COURTESY MULTI-POINT INSPECTION FOR NEEDED PREVENTATIVE MAINTENANCE AND REPAIRS, SEE BACK OF RECEIPT FOR ANY NECESSARY RECOMMENDATIONS CUSTOMER STATES TRANSMISSION IS NOT SHIFTING ([redacted] TRANSMISSION CONCERN) CUSTOMER STATES VEHICLE WILL NOT MOVE FORWARD ONLY IN REVERSE CUSTOMER STATES HAS A LIGHT ON DASH FUEL FILTER SERVICE REQUIRED CUSTOMER STATES ACC ADAPTIVE CRUISE CONTROL LIGHT IS ON CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(RO) Cause:

RECALL SEE LINE 2 FOUND K1 CLUTCH SNAP RING SNAPPED OUT OF THE [redacted] CLUTCH CAUSING VEHICLE NOT TOO MOVE FORWARD VEHICLE NEEDS FUEL FILTERS SEE LINE 2 SEE LINE 2

(RO) Correction:

PART ORDERED COMPLETED SEE LINNE 2 [redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY (3 - HIGHLY SKILLED) 2 - TRANSMISSION AND TRANSFE[redacted] PROPELLER SHAFT EQUIPPED (3 - HIGHLY SKILLED) 2 - TRANSMISSIONAND TRANSFE[redacted]. COSTUMER DECLINED REPAIRS SEE LINE 2 SEE LINE 2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE FORWARD ONLY IN REVERSE

(Claim) Cause:

FOUND K1 CLUTCH SNAP RING SNAPPED OUT OF THE [redacted] CLUTCH CAUSING VEHICLE NOT TOO MOVE FORWARD AND RELATED TSB [redacted]

(Claim) Correction:

K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY (3 - HIG HLY SKILLED) 2 - TRANSMISSION AND TRANSFE[redacted] PROPELLER SHAFT EQUIPPED (3 - HIGHLY SKILLED) 2 - TRANSMISSIONAND TRANSFE[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]	***Zone***	[redacted]
Address	10585 W SAM HOUSTON PKWY S , HOUSTON, TX 77099				

Condition Information

Condition Code	***LOP***	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	[redacted]	[redacted]	[redacted]	[redacted] ***Expense***
[redacted]		Transmission ; DEF equipped [redacted] - 4x4 pick-up only								[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input [redacted] - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Customer Satisfaction Notification 2) CUSTOMER STATES PERFORM COURTESY MULTI [redacted] INSPECTION FOR NEEDED PREVENTATIVE MAINTENANCE AND REPAIRS, SEE BACK OF RECEIPT FOR ANY NECESSARY RECOMMENDATIONS CUSTOMER STATES TRANSMISSION IS NOT SHIFTING ([redacted] TRANSMISSION CONCERN) CUSTOMER STATES VEHICLE WILL NOT MOVE FORWARD ONLY IN REVERSE CUSTOMER STATES HAS A LIGHT ON DASH FUEL FILTER SERVICE REQUIRED CUSTOMER STATES ACC ADAPTIVE CRUISE CONTROL LIGHT IS ON CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(RO) Cause:

RECALL SEE LINE 2 FOUND K1 CLUTCH SNAP RING SNAPPED OUT OF THE K1 CLUTCH CAUSING VEHICLE NOT TOO MOVE FORWARD VEHICLE NEEDS FUEL FILTERS SEE LINE 2 SEE LINE 2

(RO) Correction:

PART ORDERED COMPLETED SEE LINNE 2 [redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY (3 - HIGHLY SKILLED) 2 - TRANSMISSION AND TRANSFER CASE 4.6 [redacted] PROPELLER SHAFT EQUIPPED (3 - HIGHLY SKILLED) 2 - TRANSMISSIONAND TRANSFER CASE 0.2 [redacted] COSTUMER DECLINED REPAIRS SEE LINE 2 SEE LINE 2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE FORWARD ONLY IN REVERSE

(Claim) Cause:

FOUND K1 CLUTCH SNAP RING SNAPPED OUT OF THE [redacted] CLUTCH CAUSING VEHICLE NOT TOO MOVE FORWARD

(Claim) Correction:

[redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBL Y (3 - HIGHLY SKILLED) 2 - TRANSMISSION AND TRANSFER CASE 4.6 [redacted] PROPELLER SHAFT EQUIPPED (3 - HIGHLY SKILLED) 2 - TRANSMISSIONAN D TRANSFER CAS[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	1[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]
Address	, ,		

Condition Information

Condition	[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]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	NUT	1		7.41	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	1		7.41	[redacted]
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Replace - automatic ; propeller shaft equipped			[redacted]	NUT	1		7.41	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	NUT	1		7.41	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil			[redacted]	[redacted]			[redacted]	

		cooler								
A	[redacted]	Lines, transmission and torque converter oil cooler			[redacted]	NUT	1		7.41	[redacted]
A	851STATE	State Labor Allowance			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	851STATE	State Labor Allowance			[redacted]	[redacted]			[redacted]	[redacted]
A	851STATE	State Labor Allowance			[redacted]	[redacted]			[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

PER DIAGNOSIS AND STAR CASE - REPLACE TRANSMISSION

(RO) Cause:

INTERNAL FAILURE

(RO) Correction:

[redacted] Per previous diag on [redacted] andstar case [redacted], replaced transmission,flushed lines. Test drove vehicle, vehicledrove normally. Cleared DTC's, concerncorrected. PER DIAGNOSIS AND STAR CASE - REPLACE TRANSMISSION DIAGNOSE CUSTOMER CONCERN

(RO) Technical Notes:

FLUSH COOLER LINES VEHICLE WILL NOT MOVE, METAL IN PAN SE SEE ATTACHED FOR CONFIRMATION.

GCS Narratives

(Claim) Customer Concern:

PER DIAGNOSIS FROM PREVIOUS [redacted] AND STAR CASE, REPLACE TRANSMISSION

(Claim) Cause:

PER PREVIOUS DIAG ON [redacted] AFTER COMPLETING [redacted] WHEN LEAVING FOR TEST DRIVE, VEHICLE BANGED AND THEN WOULDN'T SHIFT. SCANNED VEHICLE, [redacted] IS ACTIVE. CONNECTED PRESSURE GAUGE TO LEFT SIDE PORT AND MOINTOED PRESSURES. P/N WAS BOUNCING BETWEE[redacted]. D WAS [redacted], BOUNCING [redacted]. REMOVED PA N AND FOUND METAL IN PAN. REMOVED TRANSMISSION, MEASURED ENDPLAY AT [redacted]. D ISASSEMBLED TO FIND POINT OF FAILURE. UNABEL TO FIND THE CAUSE OF METAL. ALL SEALS ON THE INPUT SHAFT AND OIL PUMP LOOK OK AFTER REASSEMBLY.

(Claim) Correction:

REPLACEMENT OF TRANSMISSION APPROVED ON STAR CASE[redacted], REPLACED TRANSMISS ION, FLUSHED LINES. TEST DROVE VEHICLE, VEHICLE DROVE NORMALLY. CLEARED DTC' S, CONCERN CORRECTED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] BIG [redacted] 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**	DAYTONA DODGE CHRYSLER	**Zone**	66[redacted] [redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	Desc [redacted]	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Battery ; [redacted]	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	2	X	[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BATTERY	2	X	[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BEARING	1		37.67	$117.54
B	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	SNAP RING	1		11.00	$117.54
[redacted]	[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	4		[redacted]	
B	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	S[redacted]	4		[redacted]	
[redacted]	[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	S[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		32.21	$117.54
B	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		39.34	$117.54
B	[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	1		8.54	$117.54
B	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		40.[redacted]	$117.54
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		42.77	$117.54
[redacted]	[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	1		29.92	$117.54
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		134.65	$117.54
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		44.88	$117.54
B	[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	B[redacted]	[redacted]		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1291.91	$117.54
B	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BEARING	1		38.37	$117.54
B	[redacted]	Transmission ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	

		[redacted] 4x4 pick-up only								
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253772AA	BEARING	1		37.67	$235.08
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68269568AB	SNAP RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			06506497AA	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253940AA	SEAL RING	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	

B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254056AB	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68253772AA	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	4		50.34	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		7.22	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	

B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[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] equipped			[redacted]	SNAP RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	4		29.22	$39.18
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL RING	4		50.34	$39.18
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		7.22	$39.18
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			68085955AA	WASHER	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			68253815AA	RACE	1		42.77	$39.18
B	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		[redacted]	

		[redacted]C ; [redacted] equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		134.65	$39.18
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		44.88	$39.18
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		25.35	$39.18
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
B	[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]	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]
B	[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]
B	[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]
B	[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	[redacted]			[redacted]

B	[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]	14
B	[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]	14
B	[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]	14
B	[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]	14
B	[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]	14
B	[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]	14
B	[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]	14
B	[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]14
B	[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]	14
B	[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]	14
B	[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]14
B	[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]14

B	[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]	
B	[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]	
B	[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]	
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SNAP RING	1		11.00	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	4		50.34	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	1		7.22	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O-RING	1		[redacted]	
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	WASHER	1		[redacted]	
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	3		[redacted]	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection) CUSTOMER STATES VEHICLE WILL GO INTO REVERSE BUT NOT DRIVE W HEN HE DID GET IT INTO DRIVE IT WOULD ONLY GO [redacted] (Au tomatic Transmission Concern) [redacted] BATTERIES DISCHARGED COMPLETELY, AFTER REPAIR DURING TEST DRIVE TRANSMISSION SLIPS GOING INTO [redacted].

(RO) Cause:

[redacted] [redacted] [redacted] Incorrect Ratio- Active [redacted] [redacted] Shift Incorrect Ratio- Active TECH SUSPECTS SNAP RING IN K1 CLUTCH PACK, TECH REMOVED AND REPLACED FRONT AND REAR DRIVE SHAFTS, DEF FLUID TANK, CROSSMEMBER SKID PLATE, TRANSMISSION, TORQUE CONVERTER BELLHOUSING, TRANS PUMP, K1 AND K2 CLUTCH PACK, FOUND SNAP RING DISLODGED, [redacted] HUB HAS SIGNS OF CHAFFING AND SCORING, TECH ORDERED PARTS PER TS [redacted] Clutch Snap Ring Repair, TECH INSTALLED PARTS NEW K1 PARTS, REINSTALLED ABOVE PARTS, TRANSMISSION SLIPS GOING INTO [redacted] R replaced [redacted] [redacted] [redacted] [redacted] Incorrect Ratio- Active [redacted] [redacted] Shift Incorrect Ratio- Active TECH SUSPECTS SNAP RING IN K1 CLUTCH PACK, TECH REMOVED AND REPLACED FRONT AND REAR DRIVE SHAFTS, DEF FLUID TANK, CROSSMEMBER SKID PLATE, TRANSMISSION, TORQUE CONVERTER BELLHOUSING, TRANS PUMP, K1 AND K2 CLUTCH PACK, FOUND SNAP RING DISLODGED, [redacted] HUB HAS SIGNS OF CHAFFING AND SCORING, TECH ORDERED PARTS PER TS [redacted] Clutch Snap Ring Repair, TECH INSTALLED PARTS NEW K1 PARTS, REINSTALLED ABOVE, ROAD TESTED VEHICLE, TRANS IS SLAMMING INTO [redacted] AND REVERSE, AND SLIPS IN [redacted], PULLED CODE [redacted], WENT [redacted] DIAG TREE FOR CODE, ATTACHED TO RO ALL WIRING CHECKED OUT WITHIN SPECS, PER [redacted] 38 R/R VALVE BODY AND INTERNAL TRANS HARNESS, AFTER ROAD TESTED SAME CONCERN IS PRESENT AND SAME CODE CAME BACK, PER [redacted] 38 AFTER VALVE BODY AND HARNESS REPLACEMENT, NEXT [redacted] REPL TRANS AND [redacted]

(RO) Correction:

PERFORMED 23 POINT INSPECTION WARRANTY CODE - DRIVERS BATTERY - [redacted] WARRANTY CODE - PASS BATTERY - [redacted] PERF TSB [redacted] S - [redacted], R/R K1 Clutch / Input ShaftAssembly - Inspect andReplace Sub-

(RO) Technical Notes:

ORDE[redacted] PART [redacted] TYPE VOR

GCS Narratives

(Claim) Customer Concern:

BATTERIES DISCHARGED VEHICLE WONT START VEHICLE WILL GO INTO REVERSE BUT NOT DRIVE

(Claim) Cause:

[redacted] FAILED [redacted] HAS CODE [redacted] APPLIES TO ISSUE FOUND SNAP RING DISLODGED

(Claim) Correction:

PERFORMED K1 CLUTCH REPLACEMENT PER TSB REPLACED [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	2022	***Body***	[redacted]	BIG	[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] DODGE CHRYSLER		***Zone***	66	[redacted]
Address	[redacted]						

Condition Information

Condition			Failure	Failure Desc	Number	Name	Quantity	Failed	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]	FLUID AFT	8		485.08	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	WIRING	1		[redacted]	[redacted]
A	21950158	Valve Body ; Valve body - Replace - Aisin [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	21950158	Valve Body ; Valve body - Replace - Aisin [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	21950158	Valve Body ; Valve body - Replace - Aisin [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	WIRING	1		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace ([redacted] Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			05189977AD	FLUID AFT	8		485.08	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	WIRING	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
AFTER TSB REPAIR OF K1 CLUTCH FOUND TRANS SLIPS INTO [redacted] AND REVERSE

(Claim) Cause:
HAS [redacted]. FOLLOWED DIAG FOR [redacted] VALVE BODY AND HARNESS HAVE INTERNAL FAILURE

(Claim) Correction:
REPLACED VALVE BODY AND WIRING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H92 - 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
[redacted]	1450 NORTH TOMOKA FARMS ROAD , DAYTONA BEACH, FL 32114		

Condition Information

Condition [redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Module, Transmission Control ; [redacted] diesel w/ AISIN [redacted] Trans			[redacted]	MODULE	1		[redacted]	[redacted]
[redacted]	Module, Transmission Control ; [redacted] diesel w/ [redacted] Trans			[redacted]B	TRANSMISS	1	X	7[redacted]	
[redacted]	Module, Transmission Control ; [redacted] diesel w/ AISIN [redacted] Trans			[redacted]	[redacted]	6		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A [redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	MODULE	1		[redacted]	S[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]	[redacted]				
[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	MODULE	1		[redacted]	[redacted]
[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]				[redacted]
[redacted]	Transmission, Replace - automatic ; [redacted]/AWD			[redacted]	TRANSMISS	1	X	[redacted]	

		equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		25.35	$117.54

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
AFTER VALVE BODY REPLACEMENT [redacted] CAME BACK

(Claim) Cause:
FOLLWED FLOW CHART FOR CODE AGAIN [redacted] SAYS TO REPLACE TRANSMISSION AND TCM

(Claim) Correction:
REPLACED TRANSMISSION AND TCM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] BIG [redacted] 4X4
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

ORDE[redacted], [redacted], TYPE VOR

GCS Narratives

(Claim) Customer Concern:

AFTER VALVE BODY REPLACEMENT CODE P0732 CAME BACK

(Claim) Cause:

FOLLWED FLOW CHART FOR CODE AGAIN [redacted] SAYS TO REPLACE TRANSMISSION AND TCM

(Claim) Correction:

REPLACED TRANS AND TCM

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

Dealer Information

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

Condition Information

Condition			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				TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]T	[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]	[redacted]T	[redacted]			
A	[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]T	1		[redacted]	$104.00
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	[redacted]			[redacted]	
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	[redacted]T	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION SUBLET LOANER VEHICLE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE WILL NOT GO INTO GEAR CHECK ENGINE LIGHT

(Claim) Cause:

VERIFIED CONCERN OF TRANS NOT SHIFTING CAME IN ON TOW TRUCK. FOUND ACTIVE DTC S FOR [redacted] STARTED STAR CASE FOR ASSISTANCE

(Claim) Correction:

STARED STAR CASE AS THIS WAS NEW TRANS INSTALLED, START VERIFIED WE RECEIVED A BAD TRANS WITH INTERNAL DAMAGE FROM FACTORY, WAS INSTRUCTED TO REPLACE TRA NS ASSEMBLY AGAIN WITH NEW UNIT.REMOVED DEF, REMOVED SKID PLATES, REMOVED TR ANS ASSEMBLY, INSTALLED NEW, FILLED TO SPEC, PERFORMED QUICK LEARN, AND TEST DRIVE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	4329[redacted] **Name** [redacted]
Address	1024 SOUTH STEMMONS FRWY , LEWISVILLE, TX 75067

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]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	3		23.53	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	3		23.53	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68085955AA	WASHER	1		9.17	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244579AA	O-RING	1		34.58	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244638AA	GASKET	1		42.24	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253772AA	BEARING	1		40.44	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		38.36	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		43.65	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253815AA	RACE	1		45.92	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253816AA	RACE	1		32.13	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253940AA	[redacted]	1		13.51	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	HUB	1		387.41	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269548AA	[redacted]	[redacted]		[redacted].01	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269549AA	[redacted]	[redacted]		[redacted].86	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]		[redacted].05	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	SNAP RING	1		11.81	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68456960AA	[redacted]	[redacted]		[redacted]96.54	[redacted]
[redacted]	[redacted]	[redacted] DEF equipped [redacted] pick-up only			68637534AA	CLUTCHKIT	1	X	1387.11	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	8		128.51	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	BOLT	3		23.53	$215.89

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	3		[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			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244579AA	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			68253772AA	BEARING	1		[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]	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]	SEAL RING	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			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269549AA	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			68269568AB	SNAP RING	1		[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			68637534AA	CLUTCHKIT	1	X	[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]	BOLT	3		[redacted]	[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]	BOLT	6		27.21	$53.97
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]	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]	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]	
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]	[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]	RACE	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]	HUB	1		[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	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	3		[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]	WASHER	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]	GASKET	1		42.24	$35.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		40.44	$35.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68253815AA	RACE	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 ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		13.51	$35.98

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 ; [redacted] shaft equipped			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			68269549AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		18.05	$35.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SNAP [redacted]	1		11.81	$35.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		196.54	$35.98
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 ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	8		[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	3		[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	3		[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]	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]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch	ZZ	SERVICE ACTION	[redacted]	GASKET	1		42.24	$827.59

		/ 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]	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]	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]	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]	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]	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]	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]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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]	CLUTCHKIT	1	X	1387.11	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		128.51	[redacted]
A	[redacted]	[redacted]			[redacted]	BOLT	3		[redacted]	
A	[redacted]	[redacted]				BOLT	3			
A	[redacted]	[redacted]				BOLT	[redacted]			
A	[redacted]	[redacted]				[redacted]				
A	[redacted]	[redacted]				O-	1			
A	[redacted]	[redacted]				GASKET	1			
A	[redacted]	[redacted]				[redacted]				
A	[redacted]	[redacted]				[redacted]	1			
A	[redacted]	[redacted]				[redacted]				
A	[redacted]	[redacted]				[redacted]				
A	[redacted]	[redacted]				[redacted]	1		32.13	
A	[redacted]	[redacted]				[redacted]	[redacted]			
A	[redacted]	[redacted]				HUB	1		387.41	
A	[redacted]	[redacted]				[redacted]				
A	[redacted]	[redacted]				[redacted]			7.86	
A	[redacted]	[redacted]				[redacted]				
A	[redacted]	[redacted]				SNAP [redacted]				
A	[redacted]	[redacted]				HUB	1		196.54	
A	[redacted]	[redacted]				CLUTCHKIT	[redacted]			
A	[redacted]	[redacted]				FLUID AFT	8		128.51	
A	[redacted]	[redacted] Car ; [redacted] Vehicles			[redacted]	BOLT	3		[redacted]	[redacted]
A	[redacted]	[redacted] Car ; [redacted] Vehicles			[redacted]	BOLT	3		[redacted]	[redacted]
A	[redacted]	[redacted] ; [redacted] Vehicles			[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	WASHER	1		9.17	[redacted]
A	[redacted]	[redacted] ; [redacted] Vehicles			[redacted]	O-	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		42.24	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEA	1		40.44	[redacted]
A	[redacted]	[redacted] Car ; [redacted] Vehicles			[redacted]	[redacted]	1		38.36	[redacted]
A	[redacted]	[redacted] ; [redacted] Vehicles			[redacted]	[redacted]	1		43.65	[redacted]
A	[redacted]	[redacted] ; [redacted] Vehicles			[redacted]	[redacted]	1		45.92	[redacted]
A	[redacted]	[redacted] ; [redacted] Vehicles			[redacted]	[redacted]	1		32.13	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	[redacted] ; [redacted] Vehicles			[redacted]	HUB	1		387.41	[redacted]
A	[redacted]	[redacted] Car ; [redacted] Vehicles			[redacted]	[redacted]	1		17.01	[redacted]
A	[redacted]	[redacted] ; [redacted] Vehicles			[redacted]	[redacted]			7.86	[redacted]
A	[redacted]	[redacted] Car ; [redacted] Vehicles			[redacted]	[redacted]			3.05	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]B	SNAP [redacted]	1		11.81	[redacted]
A	[redacted]	[redacted] Car ; [redacted] Vehicles			[redacted]	HUB	1		196.54	[redacted]

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	1387.11	[redacted]
A	[redacted]	[redacted]; High Line			[redacted]	FLUID AFT	8		128.51	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM SAFETY RECALL VEHICLE MULTI POINT INSPECTION TRANSMISSION CUSTOMER PAY TOW IN I HAVE TESTED YOUR VEHICLE TO VERIFY THAT YOUR CON PREFERRED METHOD OF CONTACT RENTAL [redacted] [redacted] WASH

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] S

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING VEHICLE LOST ALL FORWARD GEARS.

(Claim) Cause:

THE K1 CLUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE TRANSFER FOR LO WER GEARS 1, 2, 3 AND 4.

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY AND K1 AND K2 COMPONENTS AND TESTED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28L92 - RAM 3500 TRADESMAN 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***	[redacted]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[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	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	56.42	$31.50 [redacted]

RO Narratives

(RO) Customer Concern:

GETTEL CERTIFIED INSPECTION diag possible trans concern. PERFORM RECALL [redacted] Ram Heavy Duty Grid Heater Relay

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT AND VEHICLE DOESNT MOVE FORWARD. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF [redacted] - [redacted] DUE TO THE K1 CLUTCH SNAP RING BECOMING DISLODGED. CUSTOMER REQUESTED CAMPAIGN [redacted] [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE ORIGINATING FROM THE GENERATION 1 SOLID STATE INTAKE AIR GRID HEATER RELAY.

(RO) Correction:

COMPLETED ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT ASSEMBLY AS PER RAPID SERVICE UPDATE 23-065 INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEARN ROUTINE. THE SYSTEM IS NOW OPERATING AS DESIGNED. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted]. ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RECALL [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIAG POSSIBLE TRANS CONCERN.

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT AND VEHICLE DOESNT MOVE FORWARD. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY T O FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION I NDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITIO N, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT O[redacted] - [redacted] DUE TO THE K1 CLUTCH SNAP RING BECOMING DISLODGED.

(Claim) Correction:

ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT ASSEMBLY AS PER RAPID SERVICE UPDATE 23-065 INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEAR N ROUTINE. THE SYSTEM IS NOW OPERATING AS DESIGNED. ROAD TESTED THE VEHICLE 1 [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AN D THE VEHICLE OUT MILEAGE AS [redacted].

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

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Failed	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		25.87	$94.50
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		60.55	$94.50
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1318.85	$94.50
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	FLUID AFT	9		137.46	$94.50
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	SEAL RING	4		51.39	$94.50
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		7.37	$94.50
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	1		8.71	$189.00
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	1		32.88	$189.00
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	6		[redacted]	
[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]	BOLT	5		[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			[redacted]	CLUTCHKIT	1	X	[redacted]	[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	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	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			68244579AA	O-RING	1		[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]	BOLT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	5		[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]	CLUTCHKIT	1	X	[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]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[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] 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]	GASKET	1		40.16	[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]	O-RING	1		32.88	[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		25.87	[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]		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]	BOLT	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]	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]	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]	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	2		30.55	[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]	

RO Narratives

(RO) Customer Concern:

[redacted] CERTIFIED INSPECTION diag possible trans concern. PERFORM RECALL [redacted] [redacted] Ram Heavy Duty Grid Heater Relay

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT AND VEHICLE DOESNT MOVE FORWARD. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF [redacted] - [redacted] DUE TO THE [redacted] CLUTCH SNAP RING BECOMING DISLODGED. CUSTOMER REQUESTED CAMPAIGN [redacted] [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE ORIGINATING FROM THE GENERATION 1 [redacted] INTAKE AIR GRID HEATER RELAY.

(RO) Correction:

COMPLETED ACCESSED, INSPECTED AND REPLACED THE [redacted] CLUTCH / INPUT SHAFT ASSEMBLY AS PER RAPID SERVICE UPDATE [redacted] INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEARN ROUTINE. THE SYSTEM IS NOW OPERATING AS DESIGNED. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted]. ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RECAL [redacted] INSTRUCTIONS. THE SYSTEM IS NOW OPERATING AS DESIGNED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIAG POSSIBLE TRANS CONCERN.

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT AND VEHICLE DOESNT MOVE FORWARD. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY T O FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION I NDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITIO N, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF [redacted] - [redacted] DUE TO THE [redacted] CLUTCH SNAP RING BECOMING DISLODGED.

(Claim) Correction:

ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT ASSEMBLY AS PER RAPID SERVICE UPDATE [redacted] INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEAR N ROUTINE. THE SYSTEM IS NOW OPERATING AS DESIGNED. ROAD TESTED THE VEHICLE 1 0 MILES TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AN D THE VEHICLE OUT MILEAGE AS [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	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]

Condition Information

Condition [redacted]		[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	[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)						[redacted]
[redacted]		Owner reimbursement ; [redacted] Plan Reimbursement								[redacted]

RO Narratives

(RO) Customer Concern:

GETTEL CERTIFIED INSPECTION diag possible trans concern. PERFORM RECALL [redacted] Ram Heavy Duty Grid Heater Relay

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CHECK ENGINE LIGHT AND VEHICLE DOESNT MOVE FORWARD. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF [redacted] - [redacted] DUE TO THE K1 CLUTCH SNAP RING BECOMING DISLODGED. CUSTOMER REQUESTED CAMPAIGN [redacted] [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE ORIGINATING FROM THE GENERATION 1 SOLID STATE INTAKE AIR GRID HEATER RELAY.

(RO) Correction:

COMPLETED ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT ASSEMBLY AS PER RAPID SERVICE UPDATE 23-065 INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEARN ROUTINE. THE SYSTEM IS NOW OPERATING AS DESIGNED. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted]. ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RECALL [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED.

(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 CA	[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**	M[redacted]	**Zone**	[redacted]
Address	27810 EUCALYPTUS AVE , MORENO VALLEY, CA 92555				

Condition Information

Condition [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]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	$147.63
[redacted]		Digital Imaging ; Process time			[redacted]	FLUID AFT	2		30.28	$147.63

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK WILL NOT ENGAUGE DRIVE FORWARD ONLY RE VERSE (Automatic Transmission Concern) AT EVERY VISIT A FREE MULTI-[redacted] VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD. IN COMPLIANCE WITH THE [redacted] RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST: CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE. PREFORMED MULTI [redacted] INSPECTION AND TIRE PRESSURE INSPECTION WITH TIRE PRESSURE GAUGE. I HEREBY AGREE THAT MOS[redacted]. IS [redacted] EXEMPT FROM ALL LIABLILTY OF REPAIRS AND INSPECTIONS AND WILL NOT BE RESPONSIBLE FOR ANY PARTS OR MATERIALS THAT ARE LOOSE, ROTTED, RUSTED, CRACKED, PREVIOUSLY DAMAGED PARTS OR PRE EXISTING LOOSE BODY PARTS, EXISTING BODY OR PARTS DAMAGE AND ANY NON FACTORY INSTALLED ITEMS. IF DAMAGES OCCUR FROM REPAIRS, MOSS [redacted]. IS NOT LIABLE. ALSO IF PARTS ARE NOT AVAILABLE, MOSS [redacted]. WILL NOT PROVIDE A RENTAL VEHICLE OR BE RESPONSIBLE FOR ANY DOWNTIME THE VEHICLE EXPERIENCES. CUSTOMER AUTHORIZED TO DRIVE THEIR VEHICLE

THROUGH A TOUCHLESS ALIGNMENT CHECK INSPECTION TO GATHER PRE ALIGNMENT AND TIRE TREAD DEPTH MEASUREMENTS. PLEASE SEE YOUR SERVICE ADVISOR FOR DETAILS.

(RO) Cause:

NORMAL FLUID LEVEL,SCAN VEHICLE [redacted] AND [redacted] GEAR RATIO ERRO[redacted] AND [redacted], VEHICLE WON'T MOVE FORWARD.INTERNAL TRANS FAILURE<SNAP RING ISSUES>TECH RECOMMENDS TO REPLACED TRANS ASSEMBLY AND RE-TEST 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: 65 TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO: 65 TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO: [redacted] SET THE RIGHT REAR TIRE PRESSURE TO: [redacted]

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK WILL NOT ENGAUGE DRIVE FORWARD ONLY RE VERSE (AUTOMATIC TRANSMISSION CONCERN)

(Claim) Cause:

NORMAL FLUID LEVEL,SCAN VEHICLE [redacted] AND [redacted] GEAR RATIO ERRO[redacted] AND [redacted], VEHICLE WON'T MOVE FORWARD.INTERNAL TRANS FAILURE<SNAP RING ISSUES >TECH RECOMMENDS TO REPLACED TRANS ASSEMBLY AND RE-TEST

(Claim) Correction:

REPLACED TRANS ASSEMBLY,DEF EQUIPPED, [redacted] AND [redacted] SHAFT.CLEAR [redacted],TOPPED OFF FLUID AND PERFORMED QUICK LEARN.ROAD TEST TRANS SHIFTING AS LIKE OTHER. [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 #	E[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**	M[redacted]	**Zone**	[redacted]
Address	27810 EUCALYPTUS AVE , MORENO VALLEY, CA 92555				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure [redacted]	LOP Expense
[redacted]		Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted].S. THIS IS FOR [redacted]. VOR[redacted]

GCS Narratives

(Claim) Customer Concern:

CONTINUED CLAIM FOR [redacted]

(Claim) Cause:

CONTINUED CLAIM FOR [redacted]

(Claim) Correction:

CONTINUED CLAIM FOR [redacted]

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 #	E[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] LOS ANGELES
Address	27810 EUCALYPTUS AVE , MORENO VALLEY, CA 92555				

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

VOR[redacted] RENTAL TO [redacted] & CLAIM REMAINING DAYS IN A CONTINUITY CLAIM AS TWODIFFERENT VEHICL ES ([redacted] & [redacted]) WERE USED WITH RESPECT TO AT TACHED RENTAL AGREEMENTS 2)ADD CORRECT BACKORDERED PART INFORMATION TO NARRATI VE: PART NUMBER(S), ORDER NUMBER(S), AND ORDER TYPE(S)PART BACK ORDER DETAILS PROVIDED NOT SHOWING AGAINST DEALER CODE [redacted] YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] ENT [redacted]. INCLUDE [redacted] & CONCERN.

GCS Narratives

(Claim) Customer Concern:

CONTINUATION FOR RENTAL

(Claim) Cause:

RENTAL ONLY

(Claim) Correction:
RENTAL ONLY

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

Condition	[redacted]		Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall 13A - [redacted] Air Grid Heater Relay		UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			CSTP13A1AA	RELAY	1	X	50.54	$100.00

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay] RADIO/NAV/TELEMATICS CONCERN [RADIOVOLUME CUTS OUT INTERMITTENTLY EVERYTHING ELSE SEEMS TO BE WORKING] CHECK ENGINE LIGHT CONCERN [SCANNEDCODE P026B00 ON [redacted] HAS FLASHFOR THAT CODE] *LOANER CAR [[redacted] [redacted]] GRID HEATER RELAY NUT STRIPPED AND WONT COME OFF TO INSTALL RECALL RELAY

(RO) Cause:

. . . F

(RO) Correction:

[redacted] replaced grid heaterrelay upon removal of relay found it to beseized to the bracket causing the bolt tospin removed and replaced bracket clearedcodes GRID HEATER RELAY [redacted] check for s.w update none foundpossible over the air update coming soon RADIO/NAV/TELEMATICS CONCERN [RADIO VOLUME CUTS OUT INTERMITTENTLY EVERYTHING ELSE SEEMS TO BE WORKING] INSPECT FOR RADIO OR NAV RELATED ISSUE [redacted] [redacted] inspect and update pcm PCM UPDATE [redacted] RAM [redacted] BIGHOR [redacted] [redacted] [redacted], LICENSE [redacted] LOANER [redacted] RAM [redacted] BIGHOR [redacted] [redacted] [redacted], LICENSE [redacted] REPLACE FUSE BLOCK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT WAS ON WENT OFF [redacted] WHEN TRYING TO PERFORM GRID HEATER RELAY RECALL NUT WOULD NOT COME OFF AND WAS JUST SPINNING

(Claim) Cause:

STORED [redacted], FOUND TSB FOR PCM SOFTWARE UPDATE THREADS ON NUT ARE STRIPPED

(Claim) Correction:

UPDATED PCM SOFTWARE 1[redacted]-04[redacted] .4 REPLACED GRID HEATER RELAY HOLDER

Warranty Claim Report

Vehicle Information

[redacted]	[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	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]	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
B	[redacted]	Block, fuse/relay ; Fuse	[redacted]	TERMINALS DAMAGED	[redacted]	WIRING	1	X	[redacted]	
A	[redacted]	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Diesel, Check Engine Light - MIL	ML	CHECK ENGINE/SERVICE ENGINE SO						[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay] RADIO/NAV/TELEMATICS CONCERN [RADIOVOLUME CUTS OUT INTERMITTENTLY EVERYTHING ELSE SEEMS TO BE WORKING] CHECK ENGINE LIGHT CONCERN [SCANNEDCODE P026B00 ON [redacted] HAS FLASHFOR THAT CODE] *LOANER CAR [[redacted] [redacted]] GRID HEATER RELAY NUT STRIPPED AND WONT COME OFF TO INSTALL RECALL RELAY

(RO) Cause:

. . . F

(RO) Correction:

[redacted] replaced grid heaterrelay upon removal of relay found it to beseized to the bracket causing the bolt tospin removed and replaced bracket clearedcodes GRID HEATER RELAY [redacted] check for s.w update none foundpossible over the air update coming soon RADIO/NAV/TELEMATICS CONCERN [RADIO VOLUME CUTS OUT INTERMITTENTLY EVERYTHING ELSE SEEMS TO BE WORKING] INSPECT FOR RADIO OR NAV RELATED ISSUE [redacted] [redacted] inspect and update pcm PCM UPDAT[redacted] RAM [redacted] BIGHOR[redacted] [redacted] [redacted], LICENSE [redacted] LOANER [redacted] RAM [redacted] BIGHOR[redacted] [redacted] [redacted], LICENSE [redacted] REPLACE FUSE BLOCK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT WAS ON WENT OFF [redacted] WHEN TRYING TO PERFORM GRID HEATER RELAY RECALL NUT WOULD NOT COME OFF AND WAS JUST SPINNING

(Claim) Cause:

STORED [redacted], FOUND TSB FOR PCM SOFTWARE UPDATE THREADS ON NUT ARE STRIPPED

(Claim) Correction:

UPDATED PCM SOFTWARE 1[redacted]-04[redacted] .4 REPLACED GRID HEATER RELAY HOLDER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] 4X4
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]	**Zone**	63 [redacted]
Address	5255 S IH 35 , GEORGETOWN, TX 78626				

Condition Information

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

Multi-point inspection (according to maintenance interval) DIESEL SYNTHETIC LUBE OIL FILTER CHANGE TIRE ROTATION AND ADJUST TIRE PRESSURE TO FACTORY SPECS REPLACE BOTH FUEL FILTERS

(RO) Cause:

PREV MAINTENANCE

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) Express Lane Inspection DIESEL SYNTHETIC LUBE OILFILTER CHANGE OIL FILTER/FLUID DISPOSAL DIESEL SYNTHETIC LUBE OILFILTER CHANGE MISC. SHOP CHARGES TIRE ROTATION AND ADJUST TIRE PRESSURE TO FACTORY SPECS REPLACE BOTH FUEL FILTERS

(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] 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***	LARRY MILLER DODGE INC	***Zone***	70 R[redacted]
Address	8665 W BELL ROAD , PEORIA, AZ 85382				

Condition Information

C[redacted]	[redacted]	***Desc***	***Failure***	***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 [redacted]	RELAY	1	X	55.57	$31.01 [redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] - SOP HERE MULTIPLE POINT INSPECTION Check for Open Recalls, Open RecallIdentified, Customer Authorized work to be performed

(RO) Cause:

.

(RO) Correction:

[redacted] COMPLETE REMOVED ANDREPLACED HEATER GRID RELAY AND TESTED Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) MULTIPLE POINT INSPECTION Check for Open Recalls, Open Recall Identified, Customer Authorized work to be performed Check for Open Recalls, Open Recall Identified, Customer Authorized work tobe performed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] 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] DODGE	[redacted]	[redacted]
Address	5801 SPUR 327 , LUBBOCK, TX 79424				

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] pick-up only			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		49.25	$88.51
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FILTER	1		122.05	$88.51
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68637534AA	CLUTCHKIT	1	X	[redacted]	
A	21000A60	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BODY ASSY	1		2215.35	$177.01
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	WIRING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GASKET	1		49.25	$177.01
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		112.00	$177.01
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		70.00	$177.01
[redacted]		Transmission, Remove and install for recondition -			[redacted]	FILTER	[redacted]			

		[redacted]C ; 4X4 equipped								
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 ; Skid plate equipped			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WIRING	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]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	5		[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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BODY ASSY	1		2215.35	$29.50
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	WIRING	1		418.36	$29.50
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		49.25	$29.50
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1208.97	$29.50
A	21000A91	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft			[redacted]	BODY ASSY	1		2215.35	$678.55

		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			[redacted]	WIRING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[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			[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			[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			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	CLUTCHKIT	1	X	[redacted]	[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]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		49.25	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	WIRING	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	5		[redacted]	

A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FILTER	1		122.05	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

DRIVEABILITY CONCERN [Customer States DOESNT DRIVE ONLY REVERSE. BEEN ON TRAILOR FROM [redacted]. ISSUE STARTED ON [redacted].] Multi-point inspection (according to maintenance interval) [NO COUPONS OR CONTRACTS]

(RO) Cause:

.

(RO) Correction:

[redacted] CHECKED CODES FOUN[redacted] ACTIVE INTCM VERIFIED ALL SOLENOID CIRCUITS OKAY.REPLACED VALVE BODY ON TEST DRIVE STILL DIDNOT HAVE FORWARD GEARS. CONTACTED STAR ANDWAS TOLD TO FOLLOW [redacted] TO REPAIR.FOUND K1 CLUTCH SNAP RING DISALIGNED.REPLACED K1 CLUTCH ASSEMBLY. REFILLED ANDTEST DROVE OKAY Pan, Oil - Related Repairs - Remove and Install Aisin Transmission (2 - Skilled) AUTOMATIC TRANSMISSION VALVE BODY REPLACE K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly [redacted] DRIVE SHAFT SKID PLATE 4X4 DEF EQUIPPED AUTOMATIC TRANSMISSION VALVE BODY REPLACE K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly [redacted] DRIVE SHAFT SKID PLATE 4X4 DEF EQUIPPED Multi-point inspection (according to maintenanceinterval) [NO COUPONS OR CONTRACTS] MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DRIVEABILITY CONCERN [CUSTOMER STATES DOESNT DRIVE ONLY REVERSE. BEEN ON TRAI LOR FROM [redacted]. ISSUE STARTED ON [redacted]

(Claim) Cause:

CHECKED CODES FOUN[redacted] ACTIVE IN TCM VERIFIED ALL SOLENOID CIRCUITS OKAY

(Claim) Correction:

REPLACED VALVE BODY ON TEST DRIVE STILL DID NOT HAVE FORWARD GEARS. CONTACTED STAR AND WAS TOLD TO FOLLOW [redacted] TO REPAIR. FOUND K1 CLUTCH SNAP RI NG DISALIGNED. REPLACED K1 CLUTCH ASSEMBLY. REFILLED AND TEST DROVE OKAY *** **********

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] LIMITED [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] 59 DODGE, LLC	[redacted]
Address	2565 HIGHLAND , HIGHLAND, MI 48357		

Condition Information

Condition [redacted]	***LOP***	***LOP Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	RF		

RO Narratives

(RO) Customer Concern:

Inspect for/and perform any applicable open recalls while the vehicle is in for service RECALL [redacted] INSPECT FOR/AND PERFORM ANY APPLICABLE SOFTWARE UPDATES AND/OR OPEN RRT?S WHILE THE VEHICLE IS IN FOR SERVICE

(RO) Cause:

F F

(RO) Correction:

25 Replace Relay, Intake AirHeater08-13 [redacted] Inspect for/and perform any applicable open recalls while the vehicleis in for service Inspect for/and perform any applicable open recalls while the vehicle is infor service [redacted] Module, TransmissionControl ([redacted]) - Inspect and Reprogram (0 -Introduction) 2 - Automatic Transmission [redacted] INSPECT FOR/AND PERFORM ANY APPLICABLE SOFTWARE UPDATES AND/OR OPEN RRT?SWHILE THE VEHICLE IS IN FOR SERVICE INSPECT FOR/AND PERFORM ANY APPLICABLE SOFTWARE UPDATES AND/OR OPEN RRT?S WHILE THE VEHICLE IS IN FOR SERVICE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] LIMITED [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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***	SZOTT M-59 DODGE, LLC [redacted]
Address	2565 HIGHLAND , HIGHLAND, MI 48357		

Condition Information

Condition [redacted]	[redacted]	***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]
A	[redacted]	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

Inspect for/and perform any applicable open recalls while the vehicle is in for service RECALL [redacted] INSPECT FOR/AND PERFORM ANY APPLICABLE SOFTWARE UPDATES AND/OR OPEN RRT?S WHILE THE VEHICLE IS IN FOR SERVICE

(RO) Cause:

F F

(RO) Correction:

25 Replace Relay, Intake AirHeater08-13 [redacted] Inspect for/and perform any applicable open recalls while the vehicleis in for service Inspect for/and perform any applicable open recalls while the vehicle is infor service [redacted] Module, TransmissionControl (TCM) - Inspect and Reprogram (0 -Introduction) 2 - Automatic Transmission [redacted] INSPECT FOR/AND PERFORM ANY APPLICABLE SOFTWARE UPDATES AND/OR OPEN RRT?SWHILE THE VEHICLE IS IN FOR SERVICE INSPECT FOR/AND PERFORM ANY APPLICABLE SOFTWARE UPDATES AND/OR OPEN RRT?S WHILE THE VEHICLE IS IN FOR SERVICE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD8L63 - RAM 3500 REG CAB CHASSIS 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] PLYMOUTH DODGE	**Zone**	[redacted]
Address	86 NORTH FAIRVIEW ROAD , LAVONIA, GA 30553				

Condition Information

Condition [redacted]	[redacted] Desc		[redacted] Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	08[redacted]182	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
[redacted]7		Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

FACTORY RECALL [redacted] PLAN REIMBURSEMENT FREE INSPECTION PERFORMED PER CUSTOMER APPROVAL. RSU - REQUIRED [redacted] UPDATE

(RO) Cause:

PERFORMED FREE INSPECTION OF VEHICLE AS CUSTOMER COURTESY. PER MANUFACTURER

(RO) Correction:

PERFORMED RECALL 08-1[redacted] ! PERFORMED FREE INSPECTION OF VEHICLE. Current Part Number:[redacted] - New Part Number:[redacted] // COMPLETED MODULE UPDATE 18-19-05[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***	DD8L63 - RAM 3500 REG CAB CHASSIS 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	86 NORTH FAIRVIEW ROAD , LAVONIA, GA 30553				

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:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
RSU - REQUIRED [redacted] UPDATE

(Claim) Cause:
PER MANUFACTURER

(Claim) Correction:
CURRENT PART NUMBER:[redacted] - NEW PART NUMBER:[redacted] // COMPLETED MOD ULE UPDATE [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DD8L63 - RAM 3500 REG CAB CHASSIS 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***	ED MURDOCK CHRYSLER [redacted]
Address	86 NORTH FAIRVIEW ROAD , LAVONIA, GA 30553		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances.	40	FLUID HIGH OR LOW	[redacted]	FLUID	2	X	64.68	[redacted]

RO Narratives

(RO) Customer Concern:

TOP OFF DEF FREE INSPECTION PERFORMED PER CUSTOMER APPROVAL.

(RO) Cause:

PERFORMED FREE INSPECTION OF VEHICLE AS CUSTOMER COURTESY.

(RO) Correction:

TOPPED OFF DEF PERFORMED FREE INSPECTION OF VEHICLE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOP OFF DEF

(Claim) Cause:

NA

(Claim) Correction:

TOPPED OFF DEF

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted]
A	[redacted]	[redacted] ([redacted]) ; [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	RF			

RO Narratives

(RO) Customer Concern:

RECALL 13-A RAPID RESPONSE 23-065 RAPID RESPONSE 23-086

(RO) Cause:

INSTALLED NEW RELAY NO PARTS FLASH UPDATE TO [redacted]

(RO) Correction:

24 COMPLETE INSTALL NEW RELAY FOR HEATER GRID FLOOR PLAN[redacted] INSTALL NEW RELAY FOR HEATER GRID SUBLET REPAIRS PARTS ORDERED ON BACK ORDE[redacted] PLUS MISC 24 FLASHED [redacted]. FLASH UPDAT TO [redacted] PER 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**	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	K - Road 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]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]		Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	85900059	Road Ready ; Rear Wheel Flares - [redacted]								
A	[redacted]	Road Ready ; Road [redacted]								
A	[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] - [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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]										
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:

RECALL [redacted] GRID RELAY

(RO) Cause:

.

(RO) Correction:

[redacted] Replaced Relay, Intake Air Heater iNSTALL RELY PER RECALL

(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 Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	S - Safety (Recalls)	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	7

Expense

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

Dealer Information

Code	[redacted]	**Name**	SORG DODGE INC	[redacted]	[redacted]
Address	1811 ELKHART RD , GOSHEN, IN 46526				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182 [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	$20.24 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RECALL

(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

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

Expense

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

Dealer Information

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

Condition Information

Condition			*Failure*	*Failure Desc*	*Part Number*	[redacted] *Name*	*Quantity*	*Failed*	*Expense*	*Expense*
[redacted]	[redacted]	Safety Recall 13A - 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:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
RECALL/CAMPAIGNS - [redacted]

(Claim) Cause:
PERFORM RECAL[redacted]

(Claim) Correction:
replace intake air heater relay [redacted] /.2

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**	[redacted]
Address	7630 HENDRICK AUTO PLAZA NW , CONCORD, NC 28027		

Condition Information

Condition Code	LOP	[redacted] 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] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		57.83	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	5		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	5		35.61	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			06511777AA	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	5		72.93	$28.20

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 ; 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]	[redacted]	[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]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 Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1259.54	[redacted]
A	[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]
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	5		72.93	[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	[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]	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]	[redacted]	[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]	[redacted]	[redacted]			[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]	[redacted]	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

TRUCK WILL NOT MOVE IT FEELS LIKE THE TRANSMISSION IS LOCKED UO CHECK AND ADVISE MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

No forward gear. [redacted] applies

(RO) Correction:

Removed and disassembled transmission per service info. Found [redacted] clutch snap ring dislodged. Replaced K1 assembly and related seals/gaskets. Verified end-play and reinstalled including new torque converter and prop sjaft bolts. Filled with [redacted] Aisin fluid, cleared code, quick-learned and road tested. vehicle operating as designed. COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRUCK WILL NOT MOVE IT FEELS LIKE THE TRANSMISSION IS LOCKED UO CHECK AND ADV ISE

(Claim) Cause:

NO FORWARD GEAR [redacted] APPLIES

(Claim) Correction:

REMOVED AND DISASSEMBLED TRANSMISSION PER SERVICE INFO. FOUND [redacted] CLUTCH SNAP RING DISLODGED. REPLACED K1 ASSEMBLY AND RELATED SEALS/GASKETS. VERIFIED END -PLAY AND REINSTALLED INCLUDING NEW TORQUE CONVERTER AND PROP SJAFT BOLTS. F ILLED WITH [redacted] AISIN FLUID, CLEARED CODE, QUICK-LEARNED AND ROAD TESTED. VEHICLE 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**	[redacted]

Claim 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	7630 HENDRICK AUTO PLAZA NW , CONCORD, NC 28027		

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]; equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; equipped			[redacted]	BOLT	7		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; equipped			[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; equipped			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; equipped			[redacted]	FLUID AFT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; equipped			[redacted]	O-RING	1		31.40	$169.19
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; equipped			[redacted]	GASKET	1		38.35	$169.19
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; equipped			[redacted]	[redacted]	1		12.27	$169.19
[redacted]		Transmission, Remove and install for recondition - [redacted]; equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; equipped			[redacted]	BEARING	1		36.72	$169.19

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			68254056AB	HUB	1		[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]	FLUID AFT	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]	BEARING	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]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	7		[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]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	6		[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]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269568AB	SNAP RING	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]	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]	FLUID AFT	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]	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]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	7		[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]	GREASE	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]	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]	SEAL 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			68253772AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253770AA	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]	HUB	1		[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]	CLUTCHKIT	1	X	[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] 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]	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]	BOLT	7		[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		8.32	$620.36
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		57.83	$620.36
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	6		[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		[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]	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]	SNAP 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]	BEARING	1		36.72	$620.36
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

		[redacted]C ; [redacted] Clutch / 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]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	68456960AA	[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	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	68637534AA	CLUTCHKIT	1	X	1259.54	[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]	

RO Narratives

(RO) Customer Concern:

DRIVER STATES THE TRUCK STARTED MAKING SOME LOUD NOISES AND THE SERVICE [redacted] CAME ON NOW THE TRUCK WONT MOVE CHECK AND ADVISE MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

verified concern. [redacted]s show multiple gear ratio errors. removed transmission assembly. disassembled transmission. found the [redacted] snap ring has dislodged from its groove. performed [redacted], replaced [redacted] input assembly. during disassembly, found the [redacted] hub, k2 hub & needle bearing were excessively worn. replaced k1, k2 hubs & thrust bearings. installed transmission. replaced torque converter bolts. replaced driveshaft bolts.

(RO) Correction:

performed [redacted]. replaced K1 input assembly. during disassembly, found the k1 hub, k2 hub & needle bearing were excessively worn. replaced k1, k2 hubs & needle bearing. installed transmission. replaced torque converter bolts. replaced driveshaft bolts. filled transmission with fluid. performed quicklearn. test drove vehicle 15 miles.verified operation, vehicle is operating as designed at this time. COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DRIVER STATES THE TRUCK STARTED MAKING SOME LOUD NOISES AND THE SERVICE [redacted] CAME ON NOW THE TRUCK WONT MOVE CHECK AND ADVISE

(Claim) Cause:

VERIFIED CONCERN. [redacted]S SHOW MULTIPLE GEAR RATIO ERRORS. REMOVED TRANSMISSION ASSEMBLY. DISASSEMBLED TRANSMISSION. FOUND THE [redacted] HAS DISLODGED FR OM ITS GROOVE. PERFORME[redacted]. REPLACED [redacted] INPUT ASSEMBLY. DURING D ISASSEMBLY, FOUND THE [redacted] HUB, K2 HUB & NEEDLE BEARING WERE EXCESSIVELY WORN. REPLACED K1, K2 HUBS & THRUST BEARINGS. INSTALLED TRANSMISSION. REPLACED TORQ UE CONVERTER BOLTS. REPLACED DRIVESHAFT BOLTS.

(Claim) Correction:

PERFORMED TSB [redacted]. REPLACED [redacted] INPUT ASSEMBLY. DURING DISASSEMBLY, FOUN D THE [redacted] HUB, K2 HUB & NEEDLE BEARING WERE EXCESSIVELY WORN. REPLACED K1, K2 HUBS & NEEDLE BEARING. INSTALLED TRANSMISSION. REPLACED TORQUE CONVERTER BOLT S. REPLACED DRIVESHAFT BOLTS. FILLED TRANSMISSION WITH FLUID. PERFORMED QUIC KLEARN. TEST DROVE VEHICLE [redacted] OPERATION, VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66[redacted]
Address	7726 NORTHPOINT BLVD , WINSTON-SALEM, NC 27106				

Condition 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] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	4		32.95	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1456.99	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	4		67.49	[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 ; [redacted] shaft equipped			[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]	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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1456.99	$946.13

		[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		SERVICE ACTION	[redacted]	FLUID AFT	4		67.49	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	[redacted]	HUB	1		206.44	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	[redacted]	HUB	1		406.93	[redacted]
B	[redacted]	Shroud, radiator fan	51	IMPROPERLY INSTALLED						[redacted]

RO Narratives

(RO) Customer Concern:

General Concern 1 [Customer states that while pulling will the veh a [redacted] ago the trans stopped pulling and needs this looked at. TOW IN] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted] - Intake Air Grid Heater Relay ** No parts] CUSTOMER STATES THAT HE THINKS THATTHE ENGINE IS MAKING A WIERD NOISE WHEN IDLING MAY BE NORMAL BUT NEEDSTHIS LOOKED AT

(RO) Cause:

REPAIR TRANS UNIT RECALL FAN SHROUD BAD

(RO) Correction:

[redacted] The K1 clutch snap ring dislodged Thetransmission will not shift into/ or out of1st - [redacted]. FOUND ACTIVE DTC [redacted]0 - Gear 1 Shift Incorrect Ratio PERFORMEDTSB: [redacted] [redacted]. A. FOUND The K1 clutchsnap ring dislodged, resulting in loss oftorque transfer for lower gears 1, 2, 3 and4. REPLACED K1 Clutch / Input Shaft Assembly- Inspect and Replace Sub-Assembly. [redacted] [redacted] Shaft Equipped. ADDED FLUID ANDQUICK LEARNED. ROAD TEST WITH NORMAL TRANSOPERATION E [redacted] [redacted] SHAFT EQUIPPED [redacted] COMPLETED REPLACED [redacted] BOLTSIN THE CROSS MEMBER Multi-point inspection (according to maintenanceinterval) [redacted] VEHICLE CHECKUP WITH BATTERY TEST [redacted] NO REMEDY YET NO PARTS NO PARTS AVAILABLE AT THIS TIME [redacted] IMPROPERLY INSTALLED FAN SHROUD FOUNDNOISE AT START UP AND IDLE. FOUND NOISE FROMFRONT OF ENGINE. INSPECTED AND FOUND FANSHROUD FOR RADIATOR AT ENGINE SIDE CONTACTINGFAN BLADES. REMOVED SHROUD AND INSPECTED.REINSTALLED CORRECTLY. RECHECKED WITH NOABNORMAL NOISE. SHROUD, RADIATOR FAN-Replace (C)

(RO) Technical Notes:

FAN RUBBBING REMOVED AND REINSTALLED

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE STOPPED PULLING FOUND FAN LOOSE AND RUBBING

(Claim) Cause:

FAN WAS LOOSE AND RUBBING FOUND CONCERNS DUPLICATED TS[redacted] [redacted]A

(Claim) Correction:

REMOVED AND REINSTALLED CORRECTLY REPLACED K1 CLUTCH INPUT SHAFT ASSY REPLACE HUB ASSY [redacted]
PROPELLER SHAFT ADDED FLUID AND QUICKLEARN ROAD TEST NORMAL OPERATION

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

Dealer Information

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

Condition Information

Condition [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]	TRANSMISS	1	X	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES TRANNY IS SLIPPING

(RO) Cause:

INPUT CLUTCH ASSEMBLY FAILED

(RO) Correction:

DELAYED SHIFT INTO DRIVE & SLIPPING AFTER REPLACING K CLUTCH SNAP RING/ REPLACED TRANSMISSION ASSEMBLY/ VERIFIED PROPER FLUID LEVEL/ ROAD TEST/ VEHICLE SHIFTS SMOOTH THROUGH ALL GEARS & REVERSE|TRANSMISSION [redacted] DRIVESHAFT [redacted]

(RO) Technical Notes:

INPUT CLUTCH ASSEMBLY FAILED

GCS Narratives

(Claim) Customer Concern:

CUST STATES TRANNY IS SLIPPING

(Claim) Cause:

INPUT CLUTCH ASSEMBLY FAILED DELAYED SHIFT INTO DRIVE & SLIPPING AFTER REPLAC ING K CLUTCH SNAP RING/

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY/ VERIFIED PROPER FLUID LEVEL/ ROAD TEST/ VEHICL E SHIFTS SMOOTH THROUGH ALL GEARS & REVERSE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	$1,032.68	Sublet	[redacted]	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
[redacted]			

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	GREASE	1		59.38	$92.48
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		134.79	$92.48
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	CLUTCHKIT	1	X	1293.31	$92.48
[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 ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; equipped			[redacted]	GREASE	1		59.38	$184.96
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; equipped			[redacted]	FLUID AFT	9		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; equipped			[redacted]	FLUID AFT	3		44.93	$184.96

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]	[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]	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]	
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	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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.37	[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	6		43.87	[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		29.25	[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]	BOLT	4		29.25	[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]	GREASE	1		59.38	[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

		[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 - TRANSMISSION FELT LIKE IT WENT INTO NEUTRAL - WAS ABLE TO PU T IN REVERSE SHUT DOWN VEHICLE PUT IN DRIVE HARD CLUNK - VEHICLE TOWED IN

(Claim) Cause:

CLUTH PACK SNAP RING DISLODGED.

(Claim) Correction:

DUPLICATED CONCERN AND FOUND CODE [redacted] 1 SHIFT INCORRECT RATIO) PR ESENT IN THE TCM. ONLY [redacted] GEAR AND REVERSE WERE PRESENT WHEN TOWED IN. REMO VED TRANSMISSION ASSEMBLY AND DISASSEMBLED. FOUND K1 CLUTH PACK SNAP RING DI SLODGED. REPLACED [redacted] CLUTCH PACK ASSEMBLY AND REQUIRED HARDWARE AS PER TSB.

Warranty Claim Report

Ve[redacted]

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [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]	**Total Paid**	[redacted]

Dealer Information

[redacted]		**Name**	HAYES CHRYSLER-PLYMOUTH-DODGE INC	**Zone**	[redacted]
Address	3115 FRONTAGE ROAD , GAINESVILLE, GA 30504				

[redacted]

Condition	LOP	LOP Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	COOLER	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
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]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

C/S CHECK [redacted] LIGHT CAME ON AND HAS [redacted] IN COMPUTER COURTESY VEHICLE CHECK UP. (NO CHARGE) HORN, HEADLAMPS, TAILAMPS, WIPERS, MOTOR OIL, WASHER FLUID, BRAKE FLUID, POWER STEERING FLUID, TRANSMISSION FLUID, DEF FLUID, AIR FILTER, BATTERY CHECK, HOSES, BELTS, TIRE TREAD LIFE. [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

FOUN[redacted]. TESTED THE CIRCUIT AND FOUND THAT ALL WIRING WAS GOOD. TOOK FLUID SAMPLE AND FOUND THERE WAS METAL IN THE FLUID. REMOVED TRANSMISSION PAN AND FOUND THE METAL WAS VERY EXCESSIVE. DETERMINED THERE WAS AN INTERNAL FAILURE OF THE TRANSMISSION. REVIEW THE VEHICLES REQUIRED MAINTENANCE ITEMS.

(RO) Correction:

REPLACED THE TRANSMISSION UPON APPROVAL FROM DIGITAL IMAGE. ALSO REPLACED THE TRANSMISSION COOLER DUE TO THE DEBRIS. [redacted] DETERMINE ANY NEEDED FACTORY REQUIRED SERVICES OR ITEMS THAT NEED TO BE REPAIRED BASED ON THE MULTI-POINT INSPECTION. PART ORDERED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CHECK ENGINE LIGHT CAME ON AND HAS [redacted] IN COMPUTER C/S CHECK ENGINE LIGHT CAME ON AND HAS [redacted] IN COMPUTER C/S CHECK ENGINE LIGHT CAME ON AND HAS [redacted] IN COMPUTER C/S CHECK ENGINE LIGHT CAME ON AND HA[redacted] IN COMPUTER

(Claim) Cause:

FOUN[redacted]. TESTED THE CIRCUIT AND FOUND THAT ALL WIRING WAS GOOD. TOOK F FOUND [redacted]. TESTED THE CIRCUIT AND FOUND THAT ALL WIRING WAS GOOD. TOOK F FOUND [redacted]. TESTED THE CIRCUIT AND FOUND THAT ALL WIRING WAS GOOD. TOOK F FOUND [redacted]. TESTED THE CIRCUIT AND FOUND THAT ALL WIRING WAS GOOD. TOOK F

(Claim) Correction:

REPLACED THE TRANSMISSION UPON APPROVAL FROM DIGITAL IMAGE. ALSO REPLACED THE REPLACED THE TRANSMISSION UPON APPROVAL FROM DIGITAL IMAGE. ALSO REPLACED THE REPLACED THE TRANSMISSION UPON APPROVAL FROM DIGITAL IMAGE. ALSO REPLACED THE REPLACED THE TRANSMISSION UPON APPROVAL FROM DIGITAL IMAGE. ALSO REPLACED THE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [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]	[redacted]**let**	[redacted]	[redacted]**rt**	[redacted]00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

[redacted] **LOP**	**LOP Desc**	[redacted]	**Failure Desc**	**Part Number**	**Part Name**	**Part Quantity**	[redacted]	[redacted]	[redacted]
[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	1378.38	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			[redacted]	BOLT	6		27.04	[redacted]
[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	HUB	1		195.30	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			[redacted]	RACE	1		38.12	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			[redacted]	[redacted]	1		40.94	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			[redacted]B	HUB	1		384.97	[redacted]
[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253772AA	[redacted]	1		40.19	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			[redacted]B	SNAP RING	1		11.74	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			06509166AA	BOLT	4		[redacted]	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			[redacted]	GREASE	1		63.29	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			68253940AA	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		7.70	[redacted]
A [redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244579AA	O-RING	1		34.37	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			68244638AA	GASKET	1		41.97	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			[redacted]	[redacted]	1		9.11	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			[redacted]	RACE	1		43.38	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			68253815AA	RACE	1		45.63	[redacted]
[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		31.92	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			68269548AA	RACE	1		16.90	[redacted]
[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	[redacted]DEF equipped pick-up only			68269550AA	[redacted]			[redacted].93	[redacted]
	Transmission ; DEF equipped			05189966AD	FLUID AFT	7		111.74	[redacted]

		[redacted] pick-up only								
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	7		111.74	$94.30
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]	[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			68253813AB	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEA[redacted]	1		[redacted]	
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			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP [redacted]	1		11.74	$188.59
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	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	4		[redacted]	[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			68244579AA	O-[redacted]	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			68085955AA	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]	RACE	1		31.92	$188.59

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269548AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269549AA	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	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	7		[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			68253770AA	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]	[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]	BOLT	4		[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	O-RING	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
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]	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			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]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	7		[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]	
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		195.30	[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		40.94	[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]	[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		63.29	$722.94
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		53.71	$722.94
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		7.70	$722.94
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		31.92	$722.94
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		16.90	$722.94
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 /	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]	FLUID AFT	7		111.74	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		111.74	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT WHEN DRIVING ON THE HIGHWAY THE VEHICLE BEGAN TOLOSE POWER. CUSTOMER STATES WHEN PRESSING THE ACCELERATOR PEDAL THERE WAS NO RESPONSE AND THE VEHICLE STALLED. WHEN STARTED THEREWAS A GRINDING SOUND FROM PARK TO DRIVE AND FROM DRIVE TO PARK. CUSTOMER STATES THERE IS NO FORWARDMOTION IN THE VEHICLE. VEHICLE TOWED TO DEALERSHIP. [redacted] WORLD CLASS INSPECTION

(RO) Cause:

F

(RO) Correction:

[redacted] SNAP RING DISLODGED FOR K1 CLUTCHASSEMBLY COD[redacted] STORED IN TCM FORINCORRECT GEAR RATIO 1. SEARCHED BULLETINSREGARDING CONCERN AND REFERENCE[redacted] [redacted] CLUTCH PACK SNAP RING DISLODGED.REMOVED TRANSMISSION FROM VEHICLE ANDDISASSEMBLED. UPON INSPECTION FOUND [redacted] SNAPRING TO BE DISLODGED CAUSING LOSS OF GEARS 1THROUGH 4. REFERENCED BULLETIN [redacted] ANDREPLACED COMPONENTS AS SPECIFIED. ASSEMBLEDTRANSMISSION AND ROAD TESTED VEHICLE. CODESDID NOT RETURN AND TRANSMISSION SHIFTED ASDESIGNED. Transmission, Remove and install for recondition - [redacted] [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] 4X4 equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition - [redacted] [redacted] propeller shaft equipped PERFORM COMPLIMENTARY VISUAL MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT WHEN DRIVING ON THE HIGHWAY THE VEHICLE BEGAN TO LOSE PO WER. CUSTOMER STATES WHEN PRESSING THE ACCELERATOR PEDAL THERE WAS NO RESPONS E AND THE VEHICLE STALLED. WHEN STARTED THERE WAS A GRINDING SOUND FROM PARK TO DRIVE AND FROM DRIVE TO PARK. CUSTOMER STATES THERE IS NO FORWARD MOTION I N THE VEHICLE. VEHICLE TOWED TO DEALERSHIP.

(Claim) Cause:

SNAP RING DISLODGED FOR K1 CLUTCH ASSEMBLY COD[redacted] STORED IN TCM FOR INCOR RECT GEAR RATIO 1. SEARCHED BULLETINS REGARDING CONCERN AND REFERENCE[redacted] K1 CLUTCH PACK SNAP RING DISLODGED. REMOVED TRANSMISSION FROM V EHICLE AND DISASSEMBLED. UPON INSPECTION FOUND K1 SNAP RING TO BE DISLODGED C AUSING LOSS OF GEARS 1 THROUGH 4. REFERENCED BULLETIN [redacted]

(Claim) Correction:

REPLACED COMPONENTS AS SPECIFIED. ASSEMBLED TRANSMISSION AND ROAD TESTED VEHI CLE. CODES DID NOT RETURN AND TRANSMISSION SHIFTED 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**	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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	[redacted] Expense
[redacted]		Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	7980.06	$752.70
[redacted]		Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		285.99	$752.70
[redacted]		Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	7980.06	$38.60
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BRACKET	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7980.06	$115.80
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BRACKET	1		113.75	$115.80
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / [redacted] Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / [redacted] Skilled)			[redacted]	BRACKET	1		113.75	$347.40

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

INTERNAL FAILURE SSION CONCERN INSPECTED VEHICLE AND VERIFIED CUSTOMER CONCERN. INSPECTED AND FOUND VEHICLE TO SLAM INTO DRIVE AND REVERSE BUT VEHICLE WOULD NOT MOVE FORWARD OR BACKWARDS [redacted] TO CHECK TRANSMISSION FLUID CONDITION AND LEVEL FOUND FLUID LEVEL TO SHOW FULL AT THIS TIME. FOUND FLUID CONDITION TO NOT BE BURNT BUT HAVE METAL SHAVINGS IN FLUID. [redacted] TO REMOVE TRANSMISSION PAN AND INSPECT FOR FAILURE, FOUND EXCESSIVE METAL SHAVING IN PAN AT THIS TIME INDICATING INTERNAL TRANSMISSION FAILURE. PERFORMED [redacted] SHEET NO REBUILD AVAILABLE AT THIS TIME. [redacted] TO REMOVE AND REPLACE TRANSMISSION ASSEMBLY AND TRANSMISSION COOLER AT THIS TIME. [redacted] TO FLUSH OUT TRANSMISSION LINES WITH FRESH FLUID AND REASSEMBLE VEHICLE AT THIS TIME. AFTER REASSEMBLY FOUND CODE FOR PARK SELECTOR ERROR AT THIS TIME. [redacted] TO REMOVE AND REPLACE PARK SELECTOR AT RETEST AT THIS TIME. [redacted] TO PERFORM QUICKLEARN PROCEDURE AND TEST DRIVE VEHICLE [redacted]. FOUND VEHICLE TO NOW OPERATE AS DESIGNED AFTER REPAIRS PERFORMED. VERIFIED REPAIRS. COMPLETE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE TRANS IS STUCK WONT GO

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

INSPECTED FOR TRANSMISSION CONCERN INSPECTED VEHICLE AND VERIFIED CUSTOMER CO NCERN. INSPECTED AND FOUND VEHICLE TO SLAM INTO DRIVE AND REVERSE BUT VEHICLE WOULD NOT MOVE FORWARD OR BACKWARDS. [redacted] TO CHECK TRANSMISSION FLUID CONDITI ON AND LEVEL FOUND FLUID LEVEL TO SHOW FULL AT THIS TIME. FOUND FLUID CONDITI ON TO NOT BE BURNT BUT HAVE METAL SHAVINGS IN FLUID. [redacted] TO REMOVE TRANSMISSI ON PAN AND INSPECT FOR FAILURE, FOUND EXCESSIVE METAL SHAVING IN PAN AT THIS TIME INDICATING INTERNAL TRANSMISSION FAILURE. PERFORMED [redacted] SHEET NO REBUILD AVAILABLE AT THIS TIME. [redacted] TO REMOVE AND REPLACE TRANSMISSION ASSEMBLY AND TRANSMISSION COOLER AT THIS TIME. [redacted] TO FLUSH OUT TRANSMISSION LINES WITH FRESH FLUID AND REASSEMBLE VEHICLE AT THIS TIME. AFTER REASSEMBLY FOUND CODE FOR PARK SELECTOR ERROR AT THIS TIME. [redacted] TO REMOVE AND REPLACE PARK SELECTOR AT RETEST AT THIS TIME. [redacted] TO PERFORM QUICKLEARN PROCEDURE AND TEST DRIVE V EHICLE [redacted]. FOUND VEHICLE TO NOW OPERATE AS DESIGNED AFTER REPAIRS PERFOR MED. VERIFIED REPAIRS. COMPLETE

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**	BUTLER CHRYSLER DODGE JEEP, INC.	**Zone**	66 [redacted]
Address	1555 SALEM RD , BEAUFORT, SC 29902				

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Module, Transmission Control ; [redacted] diesel w/ [redacted] Trans			[redacted]B	TRANSMISS	1	X	7863.28	[redacted]
[redacted]		Module, Transmission Control ; [redacted] diesel w/ AISIN [redacted] Trans			[redacted]	[redacted]	1		727.24	[redacted]
A	[redacted]2	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]2	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	1		727.24	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [VEHICLE WILL GO INTO REVERSE BUT WILL NOT MOVE WHEN PUT INTO DRIVE. PLEASE CHECK [redacted]D ADVISE]

(RO) Cause:

NA

(RO) Correction:

[redacted] active, verifiedvehicle does not move in any forward gears.vehicle does move in reverse. all wiring tothe tcm and transmission was checked, fluidlevel and fluid quality was checked. nofaults found. tcm and transmission wasreplaced per service information flow chart.fluid level was checked, tcm was flashed,quick learn was performed. vehicle was driven20 miles. all forward gears now work. codedid not return. Automatic Transmission Concern [VEHICLE WILL GO INTO REVERSE BUT WILL NOTMOVE WHEN PUT INTO DRIVE.PLEASE CHECK [redacted] ADVISE] 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

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
[VEHICLE WILL GO INTO REVERSE BUT WILL NOT MOVE WHEN PUT INTO DRIVE. PLEASE CHECK [redacted] ADVISE

(Claim) Cause:
[redacted] [redacted] ACTIVE, VERIFIED VEHICLE DOES NOT MOVE IN ANY FORWARD [redacted] DOES MOVE IN REVERSE. ALL WIRING TO THE [redacted] AND TRANSMISSION WAS CH ECKED, FLUID LEVEL AND FLUID QUALITY WAS CHECKED. NO FAULTS FOUND. [redacted] AND TR ANSMISSION WAS REPLACED PER SERVICE INFORMATION FLOW CHART. FLUID LEVEL WAS C HECKED, [redacted] WAS FLASHED, QUICK LEARN WAS PERFORMED. VEHICLE WAS DRIVE[redacted]. ALL FORWARD [redacted] NOW WORK. CODE DID NOT RETURN.

(Claim) Correction:
[redacted] [redacted] ACTIVE, VERIFIED VEHICLE DOES NOT MOVE IN ANY FORWARD [redacted] DOES MOVE IN REVERSE. ALL WIRING TO THE [redacted] AND TRANSMISSION WAS CH ECKED, FLUID LEVEL AND FLUID QUALITY WAS CHECKED. NO FAULTS FOUND. [redacted] AND TR ANSMISSION WAS REPLACED PER SERVICE INFORMATION FLOW CHART. FLUID LEVEL WAS C HECKED, [redacted] WAS FLASHED, QUICK LEARN WAS PERFORMED. VEHICLE WAS DRIVE[redacted]. ALL FORWARD [redacted] NOW WORK. CODE DID NOT RETURN.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

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]	[redacted]	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	6		[redacted]	
A	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	6		[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	[redacted]			
A	[redacted]1	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	$123.93
A	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]	6		25.46	$123.93

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
INTERNAL FAILURE. BANGS INTO GEAR

GCS Narratives

(Claim) Customer Concern:
AFTER TEST DRIVE VEHICLE, WHEN VEHICLE SHIFTS FROM PARK TO DRIVE VEHICLE BANG S INTO GEAR

(Claim) Cause:
INTERNAL FAILURE

(Claim) Correction:
BANGS WHEN SHIFTED INTO DRIVE, CONTACT STAR, REMOVED TRANS AND DISASSEMBLED, S UMBIT CASE TO PTC, THEY APPROVEED TRANS ORDERED TRANS, REPLACED TRANS QUICK LEARN, TESTS 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	$1,084.37	Sublet	[redacted]	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	[redacted] Expense
[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; equipped [redacted] pick-up only			06511777AA	BOLT	1		[redacted]	
[redacted]	Transmission ; equipped [redacted] pick-up only			68456960AA	[redacted]				
[redacted]	Transmission ; equipped [redacted] pick-up only			68253813AB	[redacted]	1		35.89	
[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission ; equipped [redacted] pick-up only			68254056AB	[redacted]			[redacted]	
[redacted]	Transmission ; equipped [redacted] pick-up only			68253772AA	[redacted]	1		37.83	
[redacted]	Transmission ; equipped [redacted] pick-up only			68269568AB	[redacted]	[redacted]			
[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	BOLT	1		[redacted]	
[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	BOLT	1		[redacted]	
[redacted]	Transmission ; equipped [redacted] pick-up only			05019061AB	GREASE	[redacted]			
[redacted]	Transmission ; equipped [redacted] pick-up only			68253940AA	[redacted]	1		12.64	
[redacted]	Transmission ; equipped [redacted] pick-up only			68019782AA	[redacted]	1		7.25	
[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]	1		32.35	
[redacted]	Transmission ; equipped [redacted]			68244638AA	GASKET	[redacted]			

		pick-up only								
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	WASHER	1		8.57	$92.95
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	RACE	1		42.96	$92.95
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	[redacted]
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 ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68253770AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[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]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	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			68253940AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[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 ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68253814AA	RACE	1		[redacted]	[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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1297.64	$30.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	1		4.24	$30.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68456960AA	HUB	1		183.86	$30.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece 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		37.83	$30.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		11.05	$30.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		7.34	$30.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ;			06509166AA	BOLT	1		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		59.58	$30.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		12.64	$30.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		7.25	$30.98
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		42.96	$30.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		30.05	$30.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	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]	BOLT	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	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]	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]	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]	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]	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]	BOLT	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]	BOLT	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]	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]	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]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	WASHER	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	[redacted]	SERVICE ACTION	[redacted]	RACE	[redacted]		[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]	RACE	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]	RACE	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]	FLUID AFT	6		[redacted]	[redacted]
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States TRUCK HAS NO DRIVEGEAR AT ALL, TRUCK WILL ONLY MOVE IN REVERSE PLEASE ADVISE] General Concern #1 [TOW IN] AFTER TEST DRIVE VEHICLE, WHEN VEHICLE SHIFTS FROM PARK TO DRIVE VEHICLE BANGS INTO GEAR.

(RO) Cause:

.

(RO) Correction:

[redacted], replaced k1 and k2clutches assemblies, gasket seals and shimkits, skid plate, 4x4 , def, [redacted] shaft, 6fluid also tsb for poor shift quailtyCurrent Part Number: [redacted] New PartNumber: [redacted] [redacted] [redacted] Automatic Transmission Concern TIME ADJUST LOANER [redacted] DODGE CAR CHECK AND ADVISE TRANSMISSION ISSUE SERVICE MISC. SHOP CHARGES General Concern #1 GENERAL REPAIR CONCER [redacted] bangs when shifted into drive,contact star, removed trans and disassembled,sumbit case to ptc, they approveed transordered trans, replaced trans quicklearn,tests good. SERVICE TIME ADJUST [redacted] SERVICE SERVICE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK HAS NO DRIVE GEAR AT ALL, TRUCK WILL ONLY MOVE IN REVER TECH ALSO FOUND TCM UPDATE FOR POOR SHIFT QUALITY SE

(Claim) Cause:

SOFTWARE UPDATE CLUTCH FAILURE

(Claim) Correction:

[redacted] FLASH TCM [redacted] FOUND [redacted] REPLACED K1 AND K2 CLUTCHES ASSEMBLIES, GASKET SEALS AND SHIM KITS, SKID PLATE, 4X4 , DEF, [redacted]

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	K - Road 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]
Address	, ,		

Condition Information

Condition [redacted]			Failure [redacted]	Failure [redacted]	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						([redacted]
[redacted]		Road Ready ; Rear [redacted]								[redacted]
A	8590005R	Road Ready ; Road Test								([redacted]
A	[redacted]	Road Ready ; diesel equipped [redacted]								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[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]	**Total Paid**	[redacted]

Dealer Information

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

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, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE ENGINE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	$22.10
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

TRANSMISSION PERFORM MULTI- POINT VEHICLE INSPECTION CUSTOMER DECLINED RECOMMENDED REPIARS / SERVICES

(RO) Cause:

NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CS TRANSMISSION STOPPED SHIFTING

(Claim) Cause:
VECHICLE WONT MOVE - [redacted] - PARTS NOT AV ALIABLE TO REPAIR

(Claim) Correction:
REPLACE TRANSMISSION - PERFORM QUICK LEARN - TEST DR OVE WORKING OK

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]
[redacted]	[redacted]		

Condition Information

Condition		Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$98.41
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		66.44	$98.41
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	8		134.06	$98.41
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[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				GREASE	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	8		134.06	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			28.39	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[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 ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	GREASE	1		66.44	[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 ; Skid plate equipped			[redacted]	6		[redacted]		
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	4		[redacted]		
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	GREASE	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] propeller shaft equipped			[redacted]	4		[redacted]		
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[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]	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]	GREASE	1		66.44	
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		134.06	
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		[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		[redacted]		

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM MULTIPOINT INSPECTION PERFORM ENGINE OIL AND FILTER CHANGE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES GENERA L CONCERN #1 [CUSTOME R STATES VEHICLE WILL NOT DRIVE WHILE IN DRIVE ONLY WILL GO INTO REVERSE AND DRIVE IN REVERSE - HA D A MESSAGE OF [redacted] CANNOT ENGAGE EVEN THOUGH CUSTOME R DID NOT PUT IT INTO [redacted]

(Claim) Cause:

CS TRANS INOP NO FORWARD GEARS .INSPECT [redacted] AC TIVE /, K1 C LUTCH SNAP RING FAILED PREFORM [redacted] REPLAC E INPUT CLUTCH ASSEMBLY PER TSB

(Claim) Correction:

PREFORM K1 CLUTCH SNAP RING REPAIR REF TS [redacted] REV.A LOPS [redacted] [redacted] HRS [redacted] [redacted] -[redacted] [redacted] [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB CHASSIS [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] JEEP RAM OF GADSDEN	**Zone**	[redacted]
Address	1149 1ST AVE , GADSDEN, AL 35901				

Condition Information

C[redacted]	[redacted]	**Desc**	**Failure**	**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[redacted]	RELAY	1	X	61.40	$35.61[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern #3 [CUSTOMER STATESHIS TRAILER BRAKE LIGHTS ARE NOT WORKING PROPERLY. CHECK AND ADVISE.] DOC STORAGE FEE

(RO) Cause:

.

(RO) Correction:

[redacted] RECALL WAS OPEN [redacted] REPLACEDRELAY Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] TESTED ALL CIRCUITS AT [redacted] AND FOUND ALL CIRCUITS WORK ASDESIGNED. ADVISE CUSTOMER TO CHECK TRAILERWIRING, AS FACTORY INSTALLED COMPUTERIZEDTRAILER LIGHTING CONTROLLERS ARE VERYSENSITIVE TO MINOR RESISTANCE CHANGES,ANDWILL DEFEAT LIGHTING OPERATION AS A FAILSAFEIF THE CIRCUIT HAS A FAULT. General Concern #3 GENERAL CONCERNS 3 [redacted] DOC STORAGE FEE DOCUMENT AND STORAGE FEE DOC STORAGE FEE MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:



Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] REG CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	536

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] OF FOREST CITY INC	**Zone**	74 [redacted]
Address	1445 HIGHWAY 69 SOUTH , FOREST CITY, IA 50436				

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)	CSTP13A1AA	RELAY	1	X	[redacted]	
B	[redacted]	Module, Diesel Emission Fluid System ; Inspect DEF Control Unit (DCU) Software Level	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

Perform Recall or RRT [redacted] Perform Recall or RRT [redacted] General Service Request

(RO) Cause:

NA

(RO) Correction:

Complete Complete

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

Dealer Information

Code	[redacted]	***Name***	[redacted] JEEP DODGE RAM	***Zone***	70	[redacted]	
Address	308 EAST 125 NORTH , MORGAN, UT 84050						

Condition Information

Condition [redacted]	[redacted]		***Failure***	***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]	
[redacted]		Safety Recall [redacted]8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel [redacted] [redacted] D Truck Tailgate Latch Align DECLINED [redacted] SERVICE [redacted] [redacted] Express Lane Inspection CHECK VEHICLE WHEEL ALIGNMENT AND ADVISE

(RO) Cause:

.

(RO) Correction:

[redacted] Replace Relay, Intake Air Heater08-13 [redacted] [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) SPECIAL LABOR OPERATION SPECIAL LABOR OPERATION [redacted] Inspect Tailgate Strikers forAlignment [redacted] [redacted] RECALL [redacted] DECLINED MAINTENANCE CUSTOMER DECLINED REPAIRSAT THIS TIME [redacted] Express Lane Inspection CHECK VEHICLE WHEEL ALIGNMENT AND ADVISE

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

Dealer Information

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

Condition Information

[redacted]	LOP	LOP Desc	[redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GASKET	1		49.52	[redacted]
A	[redacted]	[redacted] pick-up only			68254056AB	HUB	1		454.20	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GREASE	1		74.67	[redacted]
A	[redacted]	[redacted] pick-up only			68253815AA	RACE	1		53.84	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		51.18	[redacted]
A	[redacted]	[redacted] pick-up only			[redacted]	[redacted]	1		48.30	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		10.75	[redacted]
A	[redacted]	[redacted] pick-up only			68253816AA	RACE	1		37.67	[redacted]
A	[redacted]	[redacted] pick-up only			68253940AA	[redacted]RING	1		15.84	[redacted]
A	[redacted]	[redacted] pick-up only			[redacted]	[redacted]	1		9.08	[redacted]
A	[redacted]	[redacted] pick-up only			68224227AA	[redacted]	1		44.76	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253813AB	RACE	1		44.98	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253772AA	[redacted]	1		47.41	[redacted]
A	[redacted]	[redacted] pick-up only			[redacted]	[redacted]	1		40.55	[redacted]
A	[redacted]	[redacted] pick-up only			[redacted]	BOLT	6		31.90	[redacted]
A	[redacted]	[redacted] pick-up only			[redacted]	[redacted]	1	X	1626.25	[redacted]
A	[redacted]	[redacted] pick-up only			[redacted]	[redacted]			[redacted]8.55	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	SNAP RING	1		13.85	[redacted]
A	[redacted]	[redacted] pick-up only			[redacted]	HUB	1		230.42	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FLUID AFT	9		169.49	[redacted]
A	[redacted]	[redacted] pick-up only			[redacted]	FLUID AFT	5		[redacted]	
A	21000A60	Transmission, Remove and install for recondition -			[redacted]	GASKET	1			

		[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			05019061AB	GREASE	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			68253770AA	BEARING	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			68253816AA	RACE	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			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL	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			68253772AA	BEARING	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			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269646AB	PLATE	1		[redacted]	[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]	HUB	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[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 ; Skid plate equipped			[redacted]	GASKET	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]	GREASE	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]	BEARING	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]	RACE	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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL	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]	O-RING	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 ; Skid plate equipped			[redacted]	PLATE	1		[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]	HUB	1		[redacted]	
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]	FLUID AFT	5		[redacted]	[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			[redacted]	HUB	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]	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]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68085955AA	WASHER	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]	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	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]	BEA[redacted]	1		47.41	$39.16

		[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]	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]	PLATE	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]	HUB	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	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]	GASKET	1		49.52	[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]	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]	GREASE	1		74.67	[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]	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]	WASHER	1		10.75	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	RACE	1		37.67	[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]	[redacted] RING	1		15.84	[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	1		9.08	[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]	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]	[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]	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]	[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]	PLATE	1		188.55	[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]	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	5		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; 3500/4500/5500 Series			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair -			[redacted]	HUB	1		[redacted]	[redacted]

		[redacted] ;								
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	CLUTCHKIT	1	X	1626.25	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	SNAP [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ;			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair -			[redacted]	FLUID AFT	9		[redacted]	

		[redacted]; Series								
A		Transmission, Remove and install for repair [redacted]; Series				FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Customer States that while driving the vehicle stopped shifting so he had it towed in PERFORM COMPLETE MULTI-POINT INSPECTION

(RO) Cause:

TEST DROVE VEHICLE AND VERIFIED VEHICLE HAS NO FORWARD GEARS BUT HAS REVERSE GEARS. VERIFIED THE PCM AND TCM ARE BOTH UP TO DATE. REMOVE THE TRANSMISSION PAN AND VERIFIED NO DEBRIS IS PRESENT AND FLUID IS CLEAN. REMOVE TRANSMISSION, REMOVE TRANS PUMP AND K1 AND FOUND THE KI SNAP RING TO COME APART.

(RO) Correction:

UNDE[redacted]A REPLACE THE K1 ASSEMBLY AND SUB HUB. AFTER REPAIR TOP OFF FLUID, PREFORM A QUICK LEARN. AFTER REPAIR TEST DROVE VEHICLE AND VERIFIED VEHICLE IS OPERATING AS DESIGN 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 WHILE DRIVING THE VEHICLE STOPPED SHIFTING SO HE HAD IT TOWED IN

(Claim) Cause:

TEST DROVE VEHICLE AND VERIFIED VEHICLE HAS NO FORWARD GEARS BUT HAS REVERSE GEARS. VERIFIED THE PCM AND TCM ARE BOTH UP TO DATE. REMOVE THE TRANSMISSION PAN AND VERIFIED NO DEBRIS IS PRESENT AND FLUID IS CLEAN. REMOVE TRANSMISSION , REMOVE TRANS PUMP AND K1 AND FOUND THE KI SNAP RING TO COME APART.

(Claim) Correction:

UNDE[redacted]A REPLACE THE K1 ASSEMBLY AND SUB HUB. AFTER REPAIR T OP OFF FLUID, PREFORM A QUICK LEARN. AFTER REPAIR TEST DROVE VEHICLE AND VERI FIED VEHICLE IS OPERATING AS DESIGN

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	4550-4560 W LINCOLN HWY , MATTESON, IL 60443				

Condition Information

Condition [redacted]	[redacted]		Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		254.08	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			42.45	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		155.31	[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]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		254.08	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] Skilled)			[redacted]	COOLER	1		254.08	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] Skilled)			[redacted]	[redacted]				
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or			[redacted]	[redacted]	1		155.31	$102.80

		Skilled)								
A		Lines, transmission and torque converter oil cooler ; or Skilled)				TRANSMISS	1	X		
A		Lines, transmission and torque converter oil cooler ; or Skilled)				FLUID AFT				
A		Oil cooler, external / auxiliary ; Cooler Skilled)				COOLER				
A		Oil cooler, external / auxiliary ; Cooler Skilled)							42.45	
A		Oil cooler, external / auxiliary ; Cooler Skilled)					1			
A		Oil cooler, external / auxiliary ; Cooler Skilled)				TRANSMISS	1	X		
A		Oil cooler, external / auxiliary ; Cooler Skilled)				FLUID AFT	5		69.67	
A	E	State Labor Allowance				COOLER	1		254.08	
A		State Labor Allowance								
A		State Labor Allowance					1		155.31	
A	E	State Labor Allowance				TRANSMISS	1	X		
A		State Labor Allowance				FLUID AFT				
A		Car ; Car				COOLER	1			
A		Car ; Car								
A		Car ; Car					1		155.31	
A		Car ; Car				TRANSMISS	1	X		
A		Car ; Car				FLUID AFT				
A		Car ; Line Vehicles				COOLER				
A		Car ; Line Vehicles							42.45	
A	95400141	Car ; Line Vehicles								
A		Car ; Line Vehicles				TRANSMISS	1	X		
A		Car ; Line Vehicles				FLUID AFT				

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall -Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) Additional Concern 1 [Customer States vehicle was driving and thenlost power completely. Cust thinks its a trans issue. Check and advise.] CUSTOMER IS BEING PROVIDED WITH ALTERNATE TRANSPORTATION.

(RO) Cause:

verified engine light on vehicle wont move F

(RO) Correction:

NO WORK PERFORMED PERFORM MULTI POINT VISUAL INSPECTION 9263 verified engine light on vehicle wontmove found codes in pcm for [redacted] p0733verified vehicle wont move forward or reversefound fluid full badly burnt cooler and lineset filled with metal removed trans fromvehicle completely dis assembled trans foundvalve body filled with metal k1 clutch snapring worn land for drum jamming input shaftinto torque converter replaced trans assemblyreinstalled def tank and drive shafts reinstalled shields quick learned trans checkedfluid level full road tested vehicle 20 milestrans now shifting threw all gears correctly Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission, Replace - automatic Skid plate equipped Lines, transmission and torque converter oil cooler [redacted] or [redacted] (1 - Semi-Skilled) Oil cooler, external / auxiliary Cooler (2 - Skilled) STATE LABOR ALLOWANCE TRANSMISSION REPLACE OIL COOLER ETERNAL AUXILIARY. STATE LABOR ALLOWANCE CUSTOMER IS BEING PROVIDED WITH ALTERNATE TRANSPORTATION.

(RO) Technical Notes:

BACK ORDER PART

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES VEHICLE WAS DRIVING AND THEN LOST POWER COMPLETELY

(Claim) Cause:

VERIFIED ENGINE LIGHT ON VEHICLE WONT MOVE

(Claim) Correction:

FOUND [redacted] PCM FO[redacted] [redacted] VERIFIED VEHICLE WONT MOVE FORWARD OR REVER SE FOUND FLUID FULL BADLY BURNT COOLER AND LINE SET FILLED WITH METAL REMO VED TRANS FROM VEHICLE COMPLETELY DIS ASSEMBLED TRANS FOUND VALVE BODY FILLE D WITH METAL K1 CLUTCH SNAP RING WORN LAND FOR DRUM JAMMING INPUT SHAFT INTO TORQUE CONVERTER REPLACED TRANS ASSEMBLY REINSTALLED DEF TANK AND DRIVE S HAFTS RE INSTALLED SHIELDS QUICK LEARNED TRANS CHECKED FLUID LEVEL FULL ROAD TESTED VEHICLE [redacted] TRANS NOW SHIFTING THREW ALL [redacted] CORRECTLY

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**	[redacted]
Address	, ,		

Condition Information

Condition		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	1		376.93	[redacted]
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		13.15	[redacted]
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] T	1	X	1349.61	[redacted]
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	1		7.54	[redacted]
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		126.69	[redacted]
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[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 ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		191.22	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		376.93	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		13.15	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted] T	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		7.54	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	2		126.69	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] 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]	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]	[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]	SEAL RING	1		13.15	[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]	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	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	2		[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]	

RO Narratives

(RO) Customer Concern:
TRANSMISSION CONCERN

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:

CUSOTMER STATED TRANS IS NOT SHIFTING PROPERLY AT TIMES STUCK IN [redacted]. SHI FTS ROUGH OR EVEN WHEN SHIFTING INTO PARK

(Claim) Cause:

FOUND THE K1 CLUTCH SNAP RING CAME DISLODGED FROM THE CLUTCH PACK. PERFORMED TSB 21[redacted] REV. A FOR THE K1 CLUTCH REPAIR.

(Claim) Correction:

VERIFIED THE CUSTOMER'S CONCERN OF MIL ON AND TRANSMISSION IN LIMP MODE. PERFO RMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VER IFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITION, THE TRANSM ISSION MAY NOT SHIFT INTO OR OUT OF [redacted] - [redacted] DUE TO THE [redacted] CLUTCH SNAP RING BECOMING DISLODGED. ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / I NPUT SHAFT ASSEMBLY AS PER RAPID SERVICE UPDATE [redacted] INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEARN ROUTINE. VEHICLE IS [redacted], WITH [redacted] DRIVE SHAF T, SKID PLATE, AND HAS DEF. ROAD TESTED THE VEHICLE TO VERIFY REPAIRS. THE S YSTEM IS NOW OPERATING AS DESIGNED.

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	35 [redacted]
Address	4170 AUTO PARK CIRCLE , CHANTILLY, VA 20151				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure [redacted]	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	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]		CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]		[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***	[redacted] RAM	***Zone***	[redacted]
Address	400 ROUTE 18 , EAST BRUNSWICK, NJ 08816				

Condition Information

Condition		***Desc***	***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Safety Recall [redacted] Intake Air Gri[redacted] Relay ; Replace Intake Air Grid Heater Relay	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[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

[redacted]	[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***	$7,148.29	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Failure*** [redacted]	***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]	
[redacted]		Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	[redacted]			[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay CUSTOMER STATES CHECK [redacted] LIGHT ON RPMS GO UP BUT TRANSMISSION BARELY MOVES TRUCK PLEASE CHECK AND ADVISE (Automatic Transmission Concern) CUSTOMER REQUESTS BACKUP CAMERA BE HOOKED UP. PLEASE CHECK AND ADVISE. MULTI-[redacted] VEHICLE INSPECTION (SEE SHEET ATTACHED).

(RO) Cause:

NO PARTS AT THIS TIME. INSPECTION FOUND EXCESSIVE CLUTCH SLIP AND NO MOVEMENT DUE TO DAMAGED K1 CLUTCH AND B2 [redacted] SEAL CAUSING EXCESSIVE CLUTCH SLIP SENDING CLUTCH MATERIAL AND METAL INTO FLUID. NO REPAIR AT THIS TIME.

(RO) Correction:

NO PARTS AT THIS TIME. REMOVED AND REPLACED TRANSMISSION ASSEMBLY AND TORQUE CONVERTER BOLTS. I THEN COMPLETED TRANSMISSION QUICK LEARN AND TEST DROVE VEHICLE AND FOUND TRANSMISSION NOW SHIFTS INTO ALL GEARS WITH NO SLIP AT THIS TIME. NO REPAIR AT THIS TIME. COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON RPMS GO UP BUT TRANSMISSION BARELY MOVE S TRUCK PLEASE CHECK AND ADVISE (AUTOMATIC T RANSMISSION CONCERN)

(Claim) Cause:

INSPECTION FOUND EXCESSIVE CLUTCH SLIP AND NO MOVEMENT DUE TO DAMAGED K1 CLUT CH AND B2 [redacted] SEAL CAUSING EXCESSIVE CLUTCH SLIP SENDING CLUTCH MATERIAL AND METAL INTO FLUID.

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY AND TORQUE CONVERTER BOLTS. I THEN COMPLETED TRANSMISSION QUICK LEARN AND TEST DROVE VEHICLE AND FOUND TRANSMIS SION NOW SHIFTS INTO [redacted] WITH NO SLIP AT THIS TIME.

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	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**	SUSQUEHANNA DODGE INC	**Zone**	35[redacted]
Address	950 HELLAM ST , WRIGHTSVILLE, PA 17368				

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]	[redacted]

RO Narratives

(RO) Customer Concern:

*Vehicle Concern #1 customer states cel is on and making a thumping noise on acceleration, went into limp mode. another dealer told them it needs a snap ring in the transmission check and advise. DIAGHD ([redacted] MINIMUM DIAGNOSTIC CHARGE) Multi-point inspection (according to maintenance interval) Customer Requests Perform Recall Notice

(RO) Cause:

Verify Concern : Codes/ Status : TSB/ StarCases : Performed Following Test :scanned for codes [redacted] gear ratio error detected checked operation of input and output speed sensors verified all sensors working properly checked wiring for soleniods 1,5, and 7 all soleniods read [redacted]s to xy107 connector ohmed soleniod circuits to tcm c2 all 3 soleniods still read [redacted] checked wiring for shorts to ground on all circuits for soleniods all ohm that are not shorted to ground ohmed soleniod circuits to verify not shorted together all ohmed good suspect faulty trans when shifted into drive watching line pressure at solenoid 1 pressure remains [redacted] suspect faulty trans dropeed pan no material in pan yet. Additonal Notes (If Applicable): Performed Recall

(RO) Correction:

Submitted to PTSC. Recicieved prior authorization. Removed and replaced transmission assy, trans cooler lines and transcooler. Performed quick learn and test drove to verify repairs. No issues post repairs. Completed Courtesy Multipoint Inspection. Form is attached Completed Recalllabor op [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*VEHICLE CONCERN #1 [CUSTOMER STATES CEL IS ON AND MAKING A THUMPING NOISE ON ACCELERATION, WENT INTO LIMP MODE. ANOTHER DEALER TOLD THEM IT NEEDS A SNAP RING IN THE TRANSMISSION CHECK AND ADVISE.]

(Claim) Cause:

PERFORMED FOLLOWING TEST :SCANNED FOR [redacted] GEAR RATIO ERROR DETECTED CH ECKED OPERATION OF INPUT AND OUTPUT SPEED SENSORS VERIFIED ALL SENSORS WORKI NG PROPERLY CHECKED WIRING FOR SOLENOIDS 1,5, AND 7 ALL SOLENOIDS READ [redacted] TO [redacted] CONNECTOR OHMED SOLENOID CIRCUITS TO [redacted] C2 ALL 3 SOLENOIDS STILL R EAD [redacted] CHECKED WIRING FOR SHORTS TO GROUND ON ALL CIRCUITS FOR SOLENIODS ALL OHM THAT ARE NOT SHORTED TO GROUND OHMED SOLENIOD CIRCUITS TO VERIFY NO T SHORTED TOGETHER ALL OHMED GOOD SUSPECT FAULTY TRANS WHEN SHIFTED INTO DRIV E WATCHING LINE PRESSURE AT SOLENOID 1 PRESSURE REMAINS [redacted] SUSPECT FAULTY TRANS DROPPED PAN NO MATERIAL IN PAN YET.

(Claim) Correction:

SUBMITTED TO [redacted] RECEIVED PRIOR AUTHORIZATION. REMOVED AND REPLACED TRANSMIS SION ASSY, TRANS COOLER LINES AND TRANSCOOLER. PERFORMED QUICK LEARN AND TE ST DROVE TO VERIFY REPAIRS. NO ISSUES POST REPAIRS.

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	K - Road Ready (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]	DODGE [redacted] RAM	***Zone***	[redacted]	
Address	1430 MORO ST , FORDYCE, AR 71742						

Condition Information

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

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[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	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] OF HIGHLAND INC.	**Zone**	[redacted]
Address	9600 INDIANAPOLIS BLVD , HIGHLAND, IN 46322				

Condition Information

Condition [redacted]	[redacted]		Failure	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)	CSTP13A1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE I RAPID RESPONSE TRANSMITTAL (RRT) RECALL NUMBER LUBE, OIL & FILTER CHANGE EXPRESS/CHECK LIST ELECTRICAL SYSTEM INSPECTION

(RO) Cause:

NA

(RO) Correction:

performed diesel lof PARTS ON ORDER WILL CALL WHEN AVAILABLE

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

Expense

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

Dealer Information

[redacted]	***Name***	[redacted]	***Zone***	7[redacted]
Address	1800 W 104TH AVE , [redacted], CO 80234		

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	***Part Number***	[redacted]				
						Name	***Quantity***	***Failed***	***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]		Module, Diesel Emission Fluid System : Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

NO INSPECTION RECALL CAMPAIGN [redacted] RAM HEAVY DUTY GRID HEATER RELAY RECALL CAMPAIG[redacted]4 - 19-[redacted] DJ/D2/DD/DP [redacted] DIESEL EXHAUST FLUID FREE AUTO.LIVE REPAIR ORDER

(RO) Cause:

NO INSPECTION E E

(RO) Correction:

[redacted] NO INSPECTION INSPECTION NOT REQUIRED AT THIS TIME 31 DISCONNECTED [redacted] NEGATIVE TERMINALS.REMOVED INTAKE HOSE. DISCONNECTED HEATERRELAY CONNECTOR. DISCONNECTED [redacted] NUTS ANDCABLES. REMOVED HEATER RELAY. INSTALLEDHEATER RELAY. INSTALLED [redacted] NUTS AND CABLESAND TORQUED TO [redacted]. INSTALLED CONNECTORBACK. INSTALLED INTAKE HOSE. AND INSTALLEDNEGATIVE TERMINALS. INSTALLED GRID HEATER RELA 31 INSTALLED BATTERY CHARGER. CONNECTEDMICO [redacted] TO VEHICLE. TURNED KEY TO RUN.OPENED UP [redacted] AND CLICKED ON DCU MODULE.FLASHED DCU TO LATEST SOFTWARE 2019 [redacted] [redacted] DJ DP [redacted] DCU Current Part Number57008770A TO NEW PART NUMBE[redacted] CYCLED KEY AND CLEARED ALL CODES.TURNED IGNTION OFF AND DISCONNECTED [redacted] REMOVED CHARGER AND CLOSED HOOD. INSPECTED AND UPDATED DCU Inspect and update DCUsoftware level AUTO.LIVE REPAIR ORDER Auto.Live Repair Order

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	**Name**	SUSQUEHANNA DODGE INC	**Zone**	35[redacted]
Address	950 HELLAM ST , WRIGHTSVILLE, PA 17368				

Condition Information

Condition			Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		34.67	$98.34
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	2		[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]	BOLT	6		[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]	[redacted]	1		[redacted]	
A	[redacted]2	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	2		34.67	$32.78
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	8821.27	$32.78
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	[redacted]				

		propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		29.37	$98.34
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 (2 - Skilled)			[redacted]	FLUID AFT	2		[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		29.37	$295.02
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]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[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]	TOC ASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

*Vehicle Concern #1 customer states cel is on and making a thumping noise on acceleration, went into limp mode. another dealer told them it needs a snap ring in the transmission check and advise. DIAGHD ([redacted] MINIMUM DIAGNOSTIC CHARGE) Multi-point inspection (according to maintenance interval) Customer Requests Perform Recall Notice

(RO) Cause:

Verify Concern : Codes/ Status : TSB/ StarCases : Performed Following Test :scanned for codes [redacted] gear ratio error detected checked operation of input and output speed sensors verified all sensors working properly checked wiring for soleniods 1,5, and 7 all soleniods read [redacted]s to xy107 connector ohmed soleniod circuits to tcm c2 all 3 soleniods still read [redacted] checked wiring for shorts to ground on all circuits for soleniods all ohm that are not shorted to ground ohmed soleniod circuits to verify not shorted together all ohmed good suspect faulty trans when shifted into drive watching line pressure at solenoid 1 pressure remains [redacted] suspect faulty trans dropeed pan no material in pan yet. Additonal Notes (If Applicable): Performed Recall

(RO) Correction:

Submitted to PTSC. Recicieved prior authorization. Removed and replaced transmission assy, trans cooler lines and transcooler. Performed quick learn and test drove to verify repairs. No issues post repairs. Completed Courtesy Multipoint Inspection. Form is attached Completed Recalllabor op [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*VEHICLE CONCERN #1 [CUSTOMER STATES CEL IS ON AND MAKING A THUMPING NOISE ON ACCELERATION, WENT INTO LIMP MODE. ANOTHER DEALER TOLD THEM IT NEEDS A SNAP RING IN THE TRANSMISSION CHECK AND ADVISE.]

(Claim) Cause:

PERFORMED FOLLOWING TEST :SCANNED FOR [redacted] GEAR RATIO ERROR DETECTED CH ECKED OPERATION OF INPUT AND OUTPUT SPEED SENSORS VERIFIED ALL SENSORS WORKI NG PROPERLY CHECKED WIRING FOR SOLENOIDS 1,5, AND 7 ALL SOLENOIDS READ [redacted] TO [redacted] CONNECTOR OHMED SOLENOID CIRCUITS TO [redacted] ALL 3 SOLENOIDS STILL R EAD [redacted] CHECKED WIRING FOR SHORTS TO GROUND ON ALL CIRCUITS FOR SOLENIODS ALL OHM THAT ARE NOT SHORTED TO GROUND OHMED SOLENIOD CIRCUITS TO VERIFY NO T SHORTED TOGETHER ALL OHMED GOOD SUSPECT FAULTY TRANS WHEN SHIFTED INTO DRIV E WATCHING LINE PRESSURE AT SOLENOID [redacted] REMAINS [redacted] SUSPECT FAULTY TRANS DROPPED PAN NO MATERIAL IN PAN YET.

(Claim) Correction:

SUBMITTED TO PTSC. RECEIVED PRIOR AUTHORIZATION. REMOVED AND REPLACED TRANSMIS SION ASSY, TRANS COOLER LINES AND TRANSCOOLER. PERFORMED QUICK LEARN AND TE ST DROVE TO VERIFY REPAIRS. NO ISSUES POST REPAIRS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28L92 - RAM 3500 TRADESMAN 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***	[redacted]
[redacted]	, ,		

Condition Information

Condition Code	[redacted]	[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 [redacted]	RELAY	1	X	69.57	$39.16 [redacted]

RO Narratives

(RO) Customer Concern:

Customer States check engine light on has no power barely mo ves (Perform DTC Inspection) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) PERFORM COMPLETE MULTI-[redacted] INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOU [redacted] USE ([redacted]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR cust states truck has to be jump started

(RO) Cause:

FOUND VEHICLE TO HAVE NO BATTERY POWER UNDER LINE 5 REPLACE [redacted] BATTERIES, AFTER REPLACING [redacted] BATTERIES FOUND VEHICLE TO NOT HAVE ANY FORWARD GEARS. INSPECTED TRANS FLUID LEVEL AND FOUND FLUID LEVEL WITHIN SPEC AND FLUID TO BE CLEAN. REMOVE TRANS PAN AND INSPECTED FOR DEBRIS AND FOUND PAN TO BE CLEAN. REMOVE TRANSMISSION, FRONT PUMP AND INPUT SHAFT/CLUTCHS AND FOUND THE K1 CLUTCH TO COME OUT OF THE K1 DRUM AND SCORE THE K2 CLUTCH HUB. [redacted] LOW STATE OF CHARGE BATTERIES. LOAD TESTED [redacted] BATTERIES AND FOUN[redacted] BATTERIES TO FAIL GR8 LOAD TEST.

(RO) Correction:

REPLACE THE K1 CLUTCH ASSEMBLY/ INPUT SHAFT, [redacted] CLUTCH HUB AND K2 CLUTCH HUB. TOP OFF TRANS FLUID LEVEL, PERFORM A QUICK LEARN. AFTER REPAIR TEST DROVE VEHICLE AND VERIFIED VEHICLE IS OPERATING AS DESIGN REPLACE THE INTAKE AIR HEATER RELAY. RECALL [redacted] COMPLETE COMPLETED MULTI [redacted] INSPECTION. TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL) REPLACE [redacted] BATTERIES.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES TRUCK HAS TO BE JUMP STARTED CUSTOMER STATES CHECK ENGINE LIGHT ON HAS NO POWER BARELY MO VES (PERFORM DTC INSPECTION)

(Claim) Cause:

LOW STATE OF CHARGE BATTERIES. LOAD TESTED [redacted] AND FOUND [redacted] TO FAIL GR8 LOAD TEST. FOUND VEHICLE TO HAVE NO BATTERY POWER UNDER LINE 5 REPLACE [redacted], A FTER REPLACING [redacted] BATTERIES FOUND VEHICLE TO NOT HAVE ANY FORWARD GEARS. IN SPECTED TRANS FLUID LEVEL AND FOUND FLUID LEVEL WITHIN SPEC AND FLUID TO BE C LEAN. REMOVE TRANS PAN AND INSPECTED FOR DEBRIS AND FOUND PAN TO BE CLEAN. R EMOVE TRANSMISSION, FRONT PUMP AND INPUT SHAFT/CLUTCHS AND FOUND THE [redacted] CLUTC H TO COME OUT OF THE [redacted] DRUM AND SCORE THE K2 CLUTCH HUB.

(Claim) Correction:

REPLACE [redacted]. REPLACE THE K1 CLUTCH ASSEMBLY/ INPUT SHAFT, K1 CLUTCH HUB AND K2 CLUTCH HUB. TOP OFF TRANS FLUID LEVEL, PERFORM A QUICK LEARN. AFTER REPAIR TEST DROVE VE HICLE AND VERIFIED VEHICLE IS OPERATING AS DESIGN

Warranty Claim Report

Vehicle Information

[redacted]	[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	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 CHRYSLER JEEP	**Zone**	[redacted]
Address	5210 S IH 35 , AUSTIN, TX 78745				

Condition Information

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

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) PERFORM EXPRESS SERVICE OIL AND FILTER CHANGE PER CUSTOMER REQUEST. ECO-DIESEL

(RO) Cause:

INSPECTION MOPAR DISCOUNT COUPON APPLIED

(RO) Correction:

COMPLETED INSPECTION AND CUSTOMER PROVIDED WITH COPY OF MULTI-POINT INSPECTION FORM OEM Oil & Filter Change [redacted] Ambient Temperature Below

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM EXPRESS SERVICE OIL AND FILTER CHANGE PER CUSTOMER REQUEST. ECO-DIESEL

(Claim) Cause:

MOPAR DISCOUNT COUPON APPLIED

(Claim) Correction:

OEM Oil & Filter Change [redacted] Ambient Temperature Below

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	**Name**	[redacted]	74 [redacted]
Address	3835 S COLLEGE AVE , FORT COLLINS, CO 80525		

Condition Information

Condition [redacted]	LOP	LOP Desc	[redacted]	[redacted] Desc	[redacted] 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]			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TOP OFF DIESEL EXHAUST FLUID

(Claim) Cause:

LOW ON FLUID

(Claim) Correction:

DURING PDI FOUND THAT THE DEF FLUID IS LOW. TOPPED OFF FLUID.

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]	[redacted]	
[redacted]					

Condition Information

Condition	[redacted]	[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:

RECALL [redacted] GRID RELAY RSU [redacted] TRANS CONTROL MODULE UPDATE PERFORM PDI SERVICE Customer states please install vehicle tracking system. INSTALL WHEEL LOCKS

(RO) Cause:

RECALL Install vehicle tracking system.

(RO) Correction:

REPLACED GRID [redacted] RELAY PER RECALL FLASHED [redacted] PER RRT. OLD[redacted] NEW-[redacted] COMPLETED THE PDI INSPECTION Installed vehicle tracking system per customer request. SERVICE COMPLETED AS PER REQUEST.

(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**	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	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	1100 SOUTH E STREET , SAN BERNARDINO, CA 92408		

Condition Information

Condition [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:

CUSTOMER STATES VEHICLE HAS CHECK ENGINE LIGHT ON PLEASE CHECK AND ADVISE CUSTOMER STATES VEHICLE LOST ALL GEARS AND WONT MOVE PLEASE CHECK AND ADVISE I AUTHORIZE AT EVERY VISIT A FREE [redacted] VEHICLE INSPECTION IS PERFORMED AND I WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE NEEDS. THIS INSPECTION COULD INCLUDE A FREE BATTERY TEST, BRAKE INSPECTION, WHEEL ALIGNMENT INSPECTION OR VEHICLE COMPUTER DIAGNOSTIC. AT THE TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLE'S REPORT CARD. IN COMPLIANCE WITH THE [redacted] RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROCEDURES MUST: CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSUE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE. AS OUR VALUED CUSTOMER, YOUR SATISFACTION IS OUR GUARANTEE. I HEREBY AGREE THAT MOSS [redacted]. IS [redacted] EXEMPT FROM ALL LIABILITY FROM REPAIRS AND INSPECTIONS AND WILL NOT BE RESPONSIBLE FOR ANY PARTS OR MATERIALS THAT ARE LOOSE, ROTTED, RUSTED, CRACKED, PREVIUSLY DAMAGED PARTS OR PRE EXISTING LOOSE BODY PARTS, EXISTING BODY OR PARTS DAMAGE AND ANY NON FACTORY INSTALLED ITEMS. IF DAMAGES OCCUR FROM REPAIRS, 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. [redacted] Ram Heavy Duty Grid Heater RelParts,not,available [redacted] D Truck Tailgate Latch AlignSEE CAMPGN

(RO) Cause:

SCANNED VEHICLE AND FOUND ACTIVE DTC [redacted] GEAR 1 SHIFT INCORRECT AND [redacted] SHIFT INCORRECT AND VEHICLE WILL NOT MOVE FORWARD 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: TECHNICI

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISSION IS STUCK IN [redacted] GEAR AND IS SLIPPING AND TH E ONLY WAY TO GET IT TO MOVE IT O PUT IT IN [redacted] DRIVE LOW CHECK AND ADVIS E

(Claim) Cause:

SCANNED VEHICLE AND FOUND ACTIVE DTC [redacted] GEAR 1 [redacted] INCORRECT AND [redacted] 3 [redacted] INCORRECT AND VEHICLE WILL NOT MOVE FORWARD K1 CLUTCH

(Claim) Correction:

.REMOVE AND DISASSEMBLE AND INSPECTED FOUND K1 CLUTCH SNAP RING CAME OFF AND K1 PISTON CAME OUT AND DAMAGED 'D' SEAL INTER AND OUTER REPLACE INPUT CLUTCH ASSEMBLE AND ADDE[redacted], FOUND TCM FLASH UPDTAE , FLASH TCM FO[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 LARAMIE 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]
Address	, ,		

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Battery ; Check Battery Voltage and Charge Battery - [redacted] Only	XX	SERVICE ADJUSTMENTS						[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] BATTERY CHARGE

(RO) Cause:

[redacted] CHARGE

(RO) Correction:

24 CHARGED TO [redacted] BATTERY CHARGE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] BATTERY CHARGE

(Claim) Cause:

CHARGE BATTERY TO [redacted]

(Claim) Correction:

CHARGED BATTERY TO [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] LIMITED [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**	CROWN DODGE	**Zone**	71	[redacted]
Address	6300 KING , VENTURA, CA 93003					

Condition Information

Condition [redacted]		Desc	Failure [redacted]	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]	
[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:
WARRANTY RECAL[redacted]: [redacted] Ram Heavy Duty Grid Heater Relay

(Claim) Cause:
FACTORY RECALL [redacted] HEATER RELAY

(Claim) Correction:
COMPLETED RECALL [redacted] REMOVE AND REPLACED INTAKE GRID HEATER RELAY PER [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 BIG HORN 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Failure [redacted]		Part Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	9		134.87	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	5		74.93	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	$96.02
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		134.87	$96.02
A	21000169	Transmission ; DEF equipped 2500-3500 [redacted] pick-up only			[redacted]	FLUID AFT	5		74.93	$96.02
[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]	FLUID AFT	9		134.87	$192.04
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		74.93	$192.04
[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]	FLUID AFT	9		134.87	$48.01
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	5		74.93	$48.01
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]	1	X	[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
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 ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[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 recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[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 TRANS ISSUES. VEHICLE WILL NOT ENGAGE IN D OR R

(Claim) Cause:

DTC FOR [redacted] AND [redacted] ERROR RATION. K1 CLUTCH ASSMEBLY FAILURE

(Claim) Correction:

TEST AND INSPECT TRANSMISSION ASSEMBLY. GEAR ERROR RATIO FOR [redacted] AND [redacted]. R MEOVE SKID PLATE. REMOVE [redacted] SHAFT. REMOVE DEF TANK CROSS MEMBER AND T ANK. REMOVE TRANSFER CASE. REMOVE TRANSMISSION. INSTALL NEW K1 CLUTCH ASSEMBLY . INSTALL ALL REMOVED COMPONENTS. TOP OFF FLUID. FLASH TCM WITH CURRENT SOFT WARE. PERFORM RELEARN AND ROAD TEST. VEHICLE NOW HAS FORWARD MOVEMENT LOP 21-00-0A[redacted] LOP 21-00-0A[redacted] [redacted] SHAFT LOP [redacted] SKIOD PLATE LOP [redacted] .6 DEF EQUIPPED LOP [redacted] 4X4 EQUIPPED LO[redacted] [redacted] FLASH

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	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	, ,		

Condition Information

Condition	[redacted]		Failure	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:

CUSTOMER STATES VEHICLE IS LEAKING TRANSMISSION FLUID. CUSTOMER RECENTLY GOT TRANSMISSION REPLACED IN [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

NA

(RO) Correction:

[redacted] VEHICLE HAS NO FORWARD OR REVERSE GEARSALL TRANS FLUID LEAKED OUT COMING FROMBETWEEN TRANS AND [redacted] APPROVED TO DROPTRANSMISSION AND INSPECT POINT OF LEAKREMOVED TRANSMISSION AND FOUND TRANS FLUIDLEAKING FROM TRANS PUMP SEAL, PULLED [redacted] ANDFOUND LOTS OF METAL IN [redacted] WILL NEED NEWTRANS AND COOLER REPLACED TRANSMISSION ANDPERFORMED [redacted] EVAC REPLACED COOLER ANDVACUUMED AND CHARGED AC SYSTEM CHECKED TRANSFLUID AND PERFORMED QUICK LEARN TEST DROVEAND VERIFIED PROPER OPERATION ALL OK Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission, Replace - automatic [redacted] propeller shaft equipped Transmission, Replace - automatic 4x4/AWD equipped Oil cooler, external / auxiliary - Replace All others (2 - Skilled) [redacted] PERFORMED RECALL AS DIRECTED 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:

CUSTOMER STATES VEHICLE IS LEAKING TRANSMISSION FLUID. CUSTOMER RECENTLY GOT T RANSMISSION REPLACED IN [redacted]

(Claim) Cause:

PULLED CODES [redacted] [redacted] MISSION FLUID PRESSURE LOW, [redacted] GEAR [redacted] I [redacted], [redacted] REDUCTANT LEVEL TOO LOW. INSPECTED AND FOUND VEHICL E HAS NO FORWARD OR REVERSE [redacted] [redacted] FLUID LEAKED OUT COMING FROM BET WEEN [redacted] AND [redacted] GOT APPROVED TO DROP [redacted] MISSION AND INSPECT POINT OF LEAK

(Claim) Correction:

REMOVED [redacted] MISSION AND FOUND [redacted] FLUID LEAKING FROM [redacted], PULLE D [redacted] AND FOUND LOTS OF [redacted] WILL NEED NEW [redacted] AND COOLER REPLACED [redacted] MISSION AND PERFORMED [redacted] EVAC REPLACED COOLER AND VACUUMED AND CHAR GED AC SYSTEM CHECKED [redacted] FLUID AND PERFORMED QUICK LEARN TEST DROVE AND V ERIFIED PROPER OPERATION ALL OK

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

Dealer Information

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

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		49.52	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		454.20	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		10.75	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		15.84	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		152.65	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		49.52	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		454.20	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		10.75	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		15.84	[redacted]
[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]	FLUID AFT	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	HUB	1		230.42	[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]	GASKET	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]	WASHER	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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		[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] 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]	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]	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]	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]	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]	FLUID AFT	2		[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 Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ;			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ;			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ;			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ;			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ;			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ;			[redacted]	FLUID [redacted]	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ;			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ;			[redacted]	BEARING	1		47.41	$665.65
B	08080111	Battery ; [redacted]	B4	BATTERY FAILED TEST	00000NPN	BATTERY	2	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Customer States check engine light on has no power barely mo ves (Perform DTC Inspection) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) PERFORM COMPLETE MULTI-POINT INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOU[redacted] USE ([redacted]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR cust states truck has to be jump started

(RO) Cause:

FOUND VEHICLE TO HAVE NO BATTERY POWER UNDER LINE 5 REPLACE [redacted] BATTERIES, [redacted]ER REPLACING [redacted] BATTERIES FOUND VEHICLE TO NOT HAVE ANY FORWARD GEARS. INSPECTED TRANS FLUID LEVEL AND FOUND FLUID LEVEL WITHIN SPEC AND FLUID TO BE CLEAN. REMOVE TRANS PAN AND INSPECTED FOR DEBRIS AND FOUND PAN TO BE CLEAN. REMOVE TRANSMISSION, FRONT PUMP AND INPUT SH[redacted]/CLUTCHS AND FOUND THE K1 CLUTCH TO COME OUT OF THE [redacted] DRUM AND SCORE THE K2 CLUTCH HUB. [redacted]LOW STATE OF CHARGE BATTERIES. LOAD TESTED [redacted] BATTERIES AND FOUN[redacted] BATTERIES TO FAIL GR8 LOAD TEST.

(RO) Correction:

REPLACE THE [redacted] CLUTCH ASSEMBLY/ INPUT SH[redacted], [redacted] CLUTCH HUB AND K2 CLUTCH HUB. TOP OFF TRANS FLUID LEVEL, PERFORM A QUICK LEARN. [redacted]ER REPAIR TEST DROVE VEHICLE AND VERIFIED VEHICLE IS OPERATING AS DESIGN

REPLACE THE INTAKE AIR HEATER RELAY. RECALL [redacted] COMPLETE COMPLETED [redacted] INSPECTION. TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL) REPLACE [redacted].

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES TRUCK HAS TO BE JUMP STARTED CUSTOMER STATES CHECK ENGINE LIGHT ON HAS NO POWER BARELY MO VES (PERFORM DTC INSPECTION)

(Claim) Cause:

LOW STATE OF CHARGE BATTERIES. LOAD TESTED [redacted] AND FOUND [redacted] TO FAIL GR8 LOAD TEST. FOUND VEHICLE TO HAVE NO BATTERY POWER UNDER LINE 5 REPLACE [redacted], A FTER REPLACING [redacted] BATTERIES FOUND VEHICLE TO NOT HAVE ANY FORWARD GEARS. IN SPECTED TRANS FLUID LEVEL AND FOUND FLUID LEVEL WITHIN SPEC AND FLUID TO BE C LEAN. REMOVE TRANS PAN AND INSPECTED FOR DEBRIS AND FOUND PAN TO BE CLEAN. R EMOVE TRANSMISSION, FRONT PUMP AND INPUT SHAFT/CLUTCHS AND FOUND THE [redacted] CLUTC H TO COME OUT OF THE [redacted] DRUM AND SCORE THE K2 CLUTCH HUB.

(Claim) Correction:

REPLACE [redacted]. REPLACE THE K1 CLUTCH ASSEMBLY/ INPUT SHAFT, K1 CLUTCH HUB AND K2 CLUTCH HUB. TOP OFF TRANS FLUID LEVEL, PERFORM A QUICK LEARN. AFTER REPAIR TEST DROVE VE HICLE AND VERIFIED VEHICLE IS OPERATING AS DESIGN

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

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] B equipped			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		40.46	$236.36
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		187.12	$236.36
[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] C ; Skid plate equipped			[redacted] B	[redacted] RING	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	1		15.39	$59.09
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted] RING	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]	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]	[redacted]T	[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	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]D	FLUID AFT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE HAS CHECK ENGINE LIGHT ON PLEASE CHECK AND ADVISE CUSTOMER STATES VEHICLE LOST [redacted] GEARS AND WONT MOVE 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 [redacted] IS [redacted] EXEMPT FROM [redacted] 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 INS[redacted]ED ITEMS. IF DAMAGES OCCUR FROM REPAIRS, [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. [redacted] Ram Heavy Duty Grid Heater RelParts,not,available [redacted] D Truck Tailgate Latch AlignSEE CAMPGN

(RO) Cause:

SCANNED VEHICLE AND FOUND ACTIVE DTC [redacted] GEAR [redacted] INCORRECT AND [redacted] [redacted] SHIFT INCORRECT AND VEHICLE WILL NOT MOVE FORWARD 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: TECHNICI

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISSION IS STUCK IN [redacted] AND IS SLIPPING AND TH E ONLY WAY TO GET IT TO MOVE IT O PUT IT IN [redacted] DRIVE LOW CHECK AND ADVIS E

(Claim) Cause:

SCANNED VEHICLE AND FOUND ACTIVE DTC [redacted] GEAR [redacted] INCORRECT AND [redacted] GEAR 3 [redacted] INCORRECT AND VEHICLE WILL NOT MOVE FORWARD K1 CLUTCH

(Claim) Correction:

.REMOVE AND DISASSEMBLE AND INSPECTED FOUND K1 CLUTCH SNAP RING CAME OFF AND K1 PISTON CAME OUT AND DAMAGED 'D' SEAL INTER AND OUTER REPLACE INPUT CLUTCH ASSEMBLE AND ADDE[redacted] ATF , FOUND TCM FLASH UPDTAE , FLASH TCM FO[redacted]

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***	CHAPMAN'S LAS VEGAS DODGE L.L.C.	***Zone***	[redacted]
Address	3470 BOULDER HWY , LAS VEGAS, NV 89121				

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Failure Desc***	***Number***	***Name***	[redacted] ***Quantity***	***Failed***	***Expense***	[redacted] ***Expense***
A	[redacted]	Actuator ; liter diesel engine	[redacted]	SERVICE SO	[redacted]	ACTUATOR	1	X	[redacted]	[redacted]
A	[redacted]	Actuator ; liter diesel engine	[redacted]	SERVICE SO	[redacted]	PUSH PIN	3		[redacted]	

RO Narratives

(RO) Customer Concern:

DRIVEABILITY RECALL AUTOMATIC TRANSMISSION

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted]E LIGHT IS ON PAY ME [redacted]

(Claim) Cause:

[redacted] LIGHT IS ON. FOUND [redacted]. PERFORMED DIAG. FOUND TURBO ACTUATOR FAILED WHILE PERFORMING SECTOR SHAFT TEST. REMOVED AND INSTALLED NEW TURBO ACTUATOR. PERFORMED LEARN PROCEDURE. CODE DID NOT RESET

(Claim) Correction:

[redacted] LIGHT IS ON. FOUND [redacted], [redacted]. PERFORMED DIAG. FOUND TURBO ACTUATOR FAILED WHILE PERFORMING SECTOR SHAFT TEST. REMOVED AND INSTALLED NEW TURBO ACTUATOR. PERFORMED LEARN PROCEDURE. CODE DID NOT RESET

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]
Address	, ,		

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure 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]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	COOLER	[redacted]			
[redacted] 2		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		55.49	$39.37
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1 [redacted]	X	[redacted]	$39.37
A	[redacted] 2	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		249.64	$39.37
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	1		55.49	$118.12
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	[redacted]		[redacted]	
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	[redacted]			
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	FLUID AFT	1		55.49	$374.05
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	TRANSMISS	1 [redacted]	X	[redacted]	$374.05
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	COOLER	1		249.64	$374.05

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE IS LEAKING [redacted]MISSION FLUID. CUSTOMER RECENTLY GOT [redacted]MISSION REPLACED IN [redacted] DEALE[redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

NA

(RO) Correction:

[redacted] VEHICLE HAS NO FORWARD OR REVERSE GEARSALL [redacted] FLUID LEAKED OUT COMING FROMBETWEEN [redacted] AND [redacted] APPROVED TO DROP [redacted]MISSION AND INSPECT POINT OF LEAKREMOVED [redacted]MISSION AND FOUND [redacted] FLUIDLEAKING FROM [redacted], PULLED [redacted] ANDFOUND LOTS OF [redacted] WILL NEED [redacted] AND COOLER REPLACED [redacted]MISSION ANDPERFORMED [redacted] EVAC REPLACED COOLER ANDVACUUMED AND CHARGED AC SYSTEM CHECKED [redacted]FLUID AND PERFORMED QUICK LEARN TEST DROVEAND VERIFIED PROPER OPERATION ALL OK Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission, Replace - automatic [redacted] propeller shaft equipped Transmission, Replace - automatic 4x4/AWD equipped Oil cooler, external / auxiliary - Replace All others (2 - Skilled) [redacted] PERFORMED RECALL AS DIRECTED 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:

CUSTOMER STATES VEHICLE IS LEAKING [redacted]MISSION FLUID. CUSTOMER RECENTLY GOT [redacted]MISSION REPLACED IN [redacted] DEALER

(Claim) Cause:

PULLED CODES [redacted] [redacted]MISSION FLUID PRESSURE LOW, [redacted] GEAR [redacted] I [redacted] RATIO, [redacted] REDUCTANT LEVEL TOO LOW. INSPECTED AND FOUND VEHICL E HAS NO FORWARD OR REVERSE GEARS ALL [redacted] FLUID LEAKED OUT COMING FROM BET WEEN [redacted] AND [redacted] APPROVED TO DROP [redacted]MISSION AND INSPECT POINT OF LEAK

(Claim) Correction:

REMOVED [redacted]MISSION AND FOUND [redacted] FLUID LEAKING FROM [redacted], PULLE D [redacted] AND FOUND LOTS OF [redacted] WILL NEED [redacted] AND COOLER REPLACED [redacted]MISSION AND PERFORMED [redacted] EVAC REPLACED COOLER AND VACUUMED AND CHAR GED AC SYSTEM CHECKED [redacted] FLUID AND PERFORMED QUICK LEARN TEST DROVE AND V ERIFIED PROPER OPERATION ALL OK

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	6300 KING , VENTURA, CA 93003		

Condition Information

Condition [redacted]		[redacted]	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		277.99	$[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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		277.99	$36.34
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	FLUID	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	[redacted]			

A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		25.83	$109.01
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			68322497AC	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	7586.51	$327.02
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID	6		[redacted]	
B	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Inspect Software Level	RF							[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION WILL NOT [redacted]AGE INTO [redacted] BANGS INTO GEAR UPON INSPECTION FOUND TRANSMISSION COOLER LEAKING RECALL [redacted] DJ D2 PCM SOFTWARE UPDATE WARRANTY RECAL[redacted]: [redacted] Ram Heavy Duty Grid Heater Relay

(RO) Cause:

VERIFY TRANSMISSION WILL NOT SHIFT INTO [redacted] CHECK [redacted] LAMP IS ON [redacted] AFTER [redacted] WAS PERFORMED TO REPLACE K1 CLUTCH.CONTACTED STAR ,CASE [redacted] DUE TO EXCESSIVE INTERNAL FAILURE FROM K1 CLUTCH TRANSMISSION AND COOLER WILL NEED REPLACEMENT SEE LINE [redacted] [redacted] FACTORY RECALL [redacted] GRID HEATER RELAY

(RO) Correction:

REMOVE AND REPLACED TRANSMISSION ASSEMBLY ,COOLER . PERFORM QUICKLEARN ,ROAD TEST VEHICLE AND VERIFY REPAIR INSPECTED PCM S/W AT THIS TIME PCM WAS ALREADY UP TO DATE NO CORRECTION COMPLETED RECALL [redacted] REMOVE AND REPLACED INTAKE GRID HEATER RELAY PER [redacted] RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL [redacted] DJ D2 PCM SOFTWARE UPDATE TRANSMISSION WILL NOT [redacted]AGE INTO [redacted] BANGS INTO GEAR TRANSMISSION WILL NOT [redacted]AGE INTO [redacted] BANGS INTO GEAR TRANSMISSION WILL NOT [redacted]AGE INTO [redacted] BANGS INTO GEAR TRANSMISSION WILL NOT [redacted]AGE INTO [redacted] BANGS INTO GEAR

(Claim) Cause:

FACTORY [redacted] VERIFY TRANSMISSION WILL NOT SHIFT INTO [redacted] CHECK [redacted] LAMP IS ON [redacted] VERIFY TRANSMISSION WILL NOT SHIFT INTO [redacted] CHECK [redacted] LAMP IS ON [redacted] VERIFY TRANSMISSION WILL NOT SHIFT INTO [redacted] CHECK [redacted] LAMP IS ON [redacted] VERIFY TRANSMISSION WILL NOT SHIFT INTO [redacted] CHECK [redacted] LAMP IS ON [redacted]

(Claim) Correction:

INSPECTED PCM S/W AT THIS TIME PCM WAS ALREADY UP TO DATE NO CORRECTION REMOVE AND REPLACED TRANSMISSION ASSEMBLY ,COOLER . PERFORM QUICKLEARN ,ROAD T REMOVE AND REPLACED TRANSMISSION ASSEMBLY ,COOLER . PERFORM QUICKLEARN ,ROAD T REMOVE AND REPLACED TRANSMISSION ASSEMBLY ,COOLER . PERFORM QUICKLEARN ,ROAD T

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***	$6,075.16	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	THOMSON MOTOR CENTRE [redacted]
Address	2158 WASHINGTON RD NE , THOMSON, GA 30824		

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]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	$19.95
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		20.16	$19.95

RO Narratives

(RO) Customer Concern:

towed to shop - will not go forward on drive MULTIPOINT INSPECTION

(RO) Cause:

diagnosed by code [redacted] wiring checks out

(RO) Correction:

[redacted] ; [redacted] ; [redacted] mpi

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOWED TO SHOP - WILL NOT GO FORWARD ON DRIVE

(Claim) Cause:

DIAGNOSED BY [redacted]. ALL WIRING CHECKS OUT TO BE GOOD. CONTACTED [redacted] WAS TOLD THERE WAS AN INTE RNAL PROBLEM WITH A SNAP RING AND THEY RECOMM ENDED REPLACING THE TRANSMISSION AT THIS TIME

(Claim) Correction:

REMOVED ORIGINAL TRANSMISSION, FLUSHED THE LINES AN D COOLER, AND INSTALLED A NEW TRANSMISSION.FOLLOWED FILL PROCEDURE FROM WORKSH OP MANUAL, PERFORMED A TRANSMISSION QUICK LEARN, AND TEST DROVE.

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]	DODGE	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 [redacted] pick-up only			[redacted]	TRANSMISS	1	X	7804.77	$115.80
A	[redacted]	Transmission ; DEF [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		285.99	$752.70
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	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	7804.77	$115.80
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / [redacted] Skilled)			[redacted]	COOLER	1		285.99	$347.40
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	COOLER	1		285.99	$3,700.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

INTERNAL FAILURE G VEHICLE IS FINE, INSPECTED, VERIFIED CONCERN. INSPECTED AND FOUND VEHICLE TO DRIVE AND OPERATE NORMALLY WHEN ENGINE IS COLD. [redacted] TO TEST DRIVE VEHICLE UNTIL VEHICLE REACHES OPERATING TEMPERATURE. FOUND TRANSMISSION TO SLIP AND SLAM INTO GEAR WHILESHIFTING INTO DRIVE OR REVERSE AND VEHICLE WILL NOT MOVE FORWARD WHEN COLD OR AT OPERATING TEMPERATURE AT THIS TIME. [redacted] TO RAISEVEHICLE AND REMOVE TRANSMISSION PAN TO INSPECT FOR CONTAMINATION OR DEBRIS IN PAN. FOUND EXCESSIVE METAL SHAVINGS AND CLUTCH MATERIAL IN PAN AND FLUID TO SMELL BURNT AT THIS TIME, INDICATING INTERNAL FAILURE TO TRANSMISSION AT THIS TIME. [redacted] TO REMOVE AND REPLACE TRANSMISSION ASSEMBLY AND TRANSMISSION COOLER ASSEMBLY AT THIS TIME ALONG WITH FLUSHING OUT TRANSMISSION COOLERLINES WITH FRESH AISIN FLUID. [redacted] TO REASSEMBLE VEHICLE AND TEST DRIVE VEHICLE [redacted]. FOUND VEHICLE TO NOW SHIFT AND OPERATE AS DESIGNED AFTER REPAIRS PERFORMED AT THIS TIME. VERIFIED REPAIRS. COMPLETE VOR [redacted] EMOVE LO P [redacted] FROM THE CLAIM AS VEHICLE IS NOT EQUIPPED WITH SKID PLATE. 2 RE DUCE RENTAL TO [redacted], AS THAT IS ALL THAT IS SUPPORTED BASED O[redacted] DIAG NOSE, PART ORDER(S) AND [redacted] INSTALL, WITH WEEKEND(S). SEE WARRANTY BULLETI N [redacted] 3 REMOVE FLUID AS TRANSMISSION COMES ROLLS READY. THANK YOU F ROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS [redacted] ESSARY, PLEAS E CONTACT WCC AGENT [redacted], INCLUDE VIN & CONCER N.

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES WHEN ACCELERATING VEHICLE WILL NOT MOVE, WHEN REVERSING VEHICLE IS FINE. CHECK AND ADVISE]

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

INSPECTED AND FOUND VEHICLE TO DRIVE AND OPERATE NORMALLY WHEN ENGINE IS COLD. [redacted] TO TEST DRIVE VEHICLE UNTIL VEHICLE REACHES OPERATING TEMPERATURE. FOUND TRANSMISSION TO SLIP AND SLAM INTO GEAR WHILESHIFTING INTO DRIVE OR REVERS E AND VEHICLE WILL NOT MOVE FORWARD WHEN COLD OR AT OPERATING TEMPERATURE AT THIS TIME. [redacted] TO RAISE VEHICLE AND REMOVE TRANSMISSION PAN TO INSPECT FOR CONTAMINATION OR DEBRIS IN PAN. FOUND EXCESSIVE METAL SHAVINGS AND CLUTCH MA TERIAL IN PAN AND FLUID TO SMELL BURNT AT THIS TIME, INDICATING INTERNAL FAI LURE TO TRANSMISSION AT THIS TIME. [redacted] TO REMOVE AND REPLACE TRANSMISSION AS SEMBLY AND TRANSMISSION COOLER ASSEMBLY AT THIS TIME ALONG WITH FLUSHING OUT TRANSMISSION COOLER LINES WITH FRESH AISIN FLUID. [redacted] TO REASSEMBLE VEHICLE A ND TEST DRIVE VEHICLE [redacted]. FOUND VEHICLE TO NOW SHIFT AND OPERATE AS DE SIGNED AFTER REPAIRS PERFORMED AT THIS TIME. VERIFIED REPAIRS. COMPLETE.

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	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]	[redacted]	***Desc***	***Failure*** [redacted]	***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)	[redacted]	RELAY	1	X	[redacted]	
A	[redacted]	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted]- RECALL FOR HEATER GRID RELAY

(RO) Cause:

NA

(RO) Correction:

[redacted] HEATER GRID RELAY [redacted] HEATER GRIDRELAY [redacted] - FPA - [redacted] 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**	D28R92 - RAM 3500 LONGHORN 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**	[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
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	57.35	$36.10 [redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted] HEATER GRID RELAY RSU [redacted] TRANS CONTROL MODULE UPDATE PERFORM PDI SERVICE Customer states please install vehicle tracking system. INSTALL WHEEL LOCKS

(RO) Cause:

RECALL Install vehicle tracking system.

(RO) Correction:

REPLACED GRID HEATER RELAY PER RECALL FLASHED TCM PER RRT. OLD [redacted] NEW [redacted] COMPLETED THE PDI INSPECTION Installed vehicle tracking system per customer request. SERVICE COMPLETED AS PER REQUEST.

(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**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted]	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]	**Name**	[redacted]	60 [redacted]
Address	6850 MOUNT ZION BLVD , MORROW, GA 30260		

Condition Information

Condition [redacted]	[redacted]	Desc [redacted]	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]		Safety Recall 13A - Intake Air Grid Heater Relay		UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted]23Safety Recall [redacted]- Intake Air Grid Heater Relay

(RO) Cause:

RECALL

(RO) Correction:

REPLACED [redacted] HEATER GRID RELAY PER RECAL[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]23Safety Recall [redacted]- Intake Air Grid Heater Relay

(Claim) Cause:

RECALL

(Claim) Correction:

REPLACED [redacted] HEATER GRID RELAY PER RECAL[redacted]

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

Condition [redacted]	LOP	LOP Desc	[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	6[redacted]	FLUID	2	X	[redacted]	

RO Narratives

(RO) Customer Concern:

FILL DEF FLUID RES - NEW TRUCK -- [redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted] FILL NEW OWNER DEF 0 [redacted] DEF [redacted] [redacted] FILL DEF FLUID RES - NEW TRUCK -- [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FILL DEF FLUID RES - NEW TRUCK

(Claim) Cause:

DEF FILL DEF FLUID RES - NEW TRUCK

(Claim) Correction:

DEF FILL DEF FLUID RES - NEW TRUCK

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**	[redacted]
Address	9621 COORS BLVD NW , ALBUQUERQUE, NM [redacted]14		

Condition Information

Condition [redacted]		Failure	Failure		Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped				FLUID AFT	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped				CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped				[redacted]	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped				[redacted]	8		[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]	CLUTCHKIT	1	X	[redacted]	$38.35
[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]	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		13.83	$25.57
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$25.57
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[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]D	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	68637534AA	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	8		[redacted]	
B	[redacted]	Module, Transmission Control ([redacted]) - Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine								[redacted]

RO Narratives

(RO) Customer Concern:

C/S CEL IS ON C/S WHEN SHIFT INTO DRIVE VEHICLE DOES NOT MOVE FORWARD PERFORM MULTI-POINT INSP CHECK SOFTWARE UPDATES FOR THE [redacted] RECALL [redacted]

(RO) Cause:

HAS TRANSMISSION CODES [redacted] AND [redacted], SEE [redacted] FOR REPAIRS. FOUND TRANSMISSION HAS [redacted] FAILURE, SNAP RING CAME OUT OF CLUTCH. FOUND [redacted]E FOR THE [redacted] [redacted] SERVICE ACTION RECALL [redacted]

(RO) Correction:

PERFORMED [redacted] REPLACEMENT PE[redacted]B 21-002-23 REV A. FILLED FLUID, AND ROAD TEST, VERIFIED OPERATION. WITH [redacted] DRIVESHAFT, SKID PLATE AND 4WD. 2[redacted] 1.2 COMPLETE FLASH UPDATE THE [redacted] PER [redacted], [redacted] TO AC, VERIFIED FLASH UPDATE AND QUICK LEARN THE TRANSMISSION [redacted] HAD TO SPECIAL ORDER HEATER GRID RELAY.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S WHEN SHIFT INTO DRIVE VEHICLE DOES NOT MOVE FORWARD CHECK SOFTWARE UPDATES FOR THE [redacted] C/S WHEN SHIFT INTO DRIVE VEHICLE DOES NOT MOVE FORWARD C/S WHEN SHIFT INTO DRIVE VEHICLE DOES NOT MOVE FORWARD C/S WHEN SHIFT INTO DRIVE VEHICLE DOES NOT MOVE FORWARD

(Claim) Cause:

FOUND [redacted] FOR THE [redacted] [redacted] FOUND TRANSMISSION HAS [redacted] FAILURE, SNAP RING CAME OUT OF CLUTCH. FOUND TRANSMISSION HAS [redacted] FAILURE, SNAP RING CAME OUT OF CLUTCH. FOUND TRANSMISSION HAS [redacted] FAILURE, SNAP RING CAME OUT OF CLUTCH. FOUND TRANSMISSION HAS [redacted] FAILURE, SNAP RING CAME OUT OF CLUTCH.

(Claim) Correction:

FLASH UPDATE THE TCM PE[redacted], [redacted] TO AC, VERIFIED FLASH UP PERFORMED K1 CLUTCH REPLACEMENT PER TSB [redacted] [redacted] A. FILLED FLUID, AND ROA PERFORMED [redacted] CLUTCH REPLACEMENT PER TSB [redacted]-23 [redacted] A. FILLED FLUID, AND ROA PERFORMED [redacted] CLUTCH REPLACEMENT PER TS[redacted] [redacted] A. FILLED FLUID, AND ROA PERFORMED K1 CLUTCH REPLACEMENT PER TSB [redacted] [redacted] A. FILLED FLUID, AND ROA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P92 - RAM 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	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***	71 [redacted]
Address	, ,				

Condition Information

Condition [redacted]		***Desc***	***Failure Code***	***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:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
SEE CONDITION 1

(Claim) Cause:
SEE CONDITION 1

(Claim) Correction:
SEE CONDITION 1

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

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Filter diesel particulate (DPF) ; 6.7 liter diesel engine, [redacted] cab chassis only	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Filter diesel [redacted]culate (DPF) ; [redacted]equipped - [redacted] [redacted] diesel			[redacted]	CONVERTER	1	X	3447.40	$119.08

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK [redacted] LIGHT IS ON AFTER GETTING T RANSMISSION REPLACED (Engine Performance Concern) PERFORM VIDEO MPI INSPECTION CUSTOMER STATES THE CRUISE CONTROL IS NOT WORKING.

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF A 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. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE(S) [redacted] AND TO FIND NO STORED RELEVANT CODES WHICH IS RELATED TO PARTICULATE FILTER EFFICIENCY BELOW THRESHOLD. CHECKED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFORMED A DIESEL PARTICULATE FILTER EXAMINATION AND DIAGNOSTIC TESTED THE COMPONENT. FOUND THE DIESEL PARTICULATE FILTER IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE DIESEL PARTICULATE FILTER IS CRACKED. NONE

(RO) Correction:

[redacted] Filter diesel particulate (DPF) - Replace 6.7 liter diesel engine, [redacted] cab chassis only (1 - Semi-Skilled)---[redacted] ACCESSED, REMOVED AND REPLACED THE DIESEL PARTICULATE FILTER WITH ALL OTHER RELATED NEW SEALS GASKETS AND/OR NON-REUSABLE HARDWARE AND REINSTALLED ALL [redacted] REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. CLEARED ALL DIAGNOSTIC [redacted] CODES AND VERIFIED CODES DID NOT RETURN. PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. lop# [redacted] PERFORMED VIDEO MPI INSPECTION Tire G (x) Y ( ) R ( ) Brakes G (x) Y ( ) R ( ) Battery G (x) R ( ) PART HAS BEEN ORDERED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK [redacted] LIGHT IS ON AFTER GETTING T | | RANSMISSION REPLACED ([redacted] PERFORMANCE CONCERN)

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF A CHECK [redacted]E LIGHT. | | 2. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, | | 3. STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE | | 4. UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE | | 5. VEHICLES CONCERN. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED | | 6. A SCAN TO FIND ACTIVE CODE(S) [redacted] AND TO FIND NO STORED | | 7. RELEVANT CODES WHICH IS RELATED TO PARTICULATE FILTER | | 8. EFFICIENCY BELOW THRESHOLD. CHECKED FOR ANY SOFTWA RE UPDATES | | 9. TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERF ORMED A DIESEL | |10. PARTICULATE FILTER EXAMINATION AND DIAGNOS TIC TESTED THE | |11. COMPONENT. FOUND THE DIESEL PARTICULAT E FILTER IS THE POINT | |12. OF CONCERN. FURTHER EXAMINATION FO UND THE DIESEL PARTICULATE | |13. FILTER IS CRACKED.

(Claim) Correction:

[redacted] FILTER DIESEL PARTICULATE (DPF) - REPLACE 6.7 [redacted] | | 2. [redacted] DIESEL [redacted], [redacted] [redacted] CHASSIS ONLY (1 - | | 3. SEMI-SKILLED)-[redacted]R | | 4. ACCESSED, REMOVED AND REPLACED THE DIESEL PARTICULATE FILTER | | 5. WITH ALL OTHER RELATED NEW SEALS GASKETS AND/OR NON-REUSABLE | | 6. HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIR S | | 7. IN THE REVERSE ORDER OF REMOVAL. CLEARED ALL DIAGNOSTI C | | 8. [redacted] AND VERIFIED CODES DID NOT RETURN. P ERFORMED A | | 9. FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. ROAD TESTED THE | |10. VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENT ED THE VEHICLE IN | |11. MILEAGE AS [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted]9 | |12. [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. | |13. LOP[redacted] [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	[redacted]	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	CHAPMAN'S LAS VEGAS DODGE L.L.C.	**Zone** [redacted]
Address	3470 BOULDER HWY , LAS VEGAS, NV 89121		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		61.34	$115.83
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	9		139.24	$115.83
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	5		77.35	$115.83
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] KIT	1	X	1335.95	$115.83
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	ADHESIVE	1		11.56	$115.83
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		26.21	$231.66
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GREASE	1		61.34	$231.66
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		139.24	$231.66
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	5		77.35	$231.66
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted] KIT	1	X	[redacted]	
A	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	ADHESIVE	1		11.56	$231.66
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[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]	GREASE	1		[redacted]	[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	5		[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]	ADHESIVE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEALER	2		[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		[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	9		139.24	[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	5		[redacted]	[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]	CLUTCHKIT	1	X	[redacted]	[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]	ADHESIVE	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]	SEALER	2		[redacted]	

RO Narratives

(RO) Customer Concern:

RECALL PERFORM MULTI-POINT INSPECTION AUTOMATIC TRANSMISSION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES CHECK ENGINE LIGHT ON, AT TIMES WONT D RIVE FORWARD, CHECK AND ADVISE

(Claim) Cause:

VERIFIED CONCERN [redacted]. FLUID CLEAN AND FULL. R&R DEF TANK, R&R 2 PIECE DRIVE SHAFT, R&R T-CASE. R& R TRANS AND REPLACED K1 CLUTCH ASSEMBLY PER TSB [redacted] 3. FILLED TRANS, PERFORMED TRANS QUICK LEARN AND ROAD TESTED [redacted] AFTER REPAIR. MILEAGE OUT: [redacted]

(Claim) Correction:

VERIFIED CONCERN [redacted]. FLUID CLEAN AND FULL. R&R DEF TANK, R&R 2 PIECE DRIVE SHAFT, R&R T-CASE. R& R TRANS AND REPLACED K1 CLUTCH ASSEMBLY PER TSB [redacted] 3. FILLED TRANS, PERFORMED TRANS QUICK LEARN AND ROAD TESTED [redacted] AFTER REPAIR. MILEAGE OUT: [redacted]

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted] Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only		[redacted]	CLUTCHKIT	1	X	1871.70	$168.22
[redacted]		Transmission : [redacted] equipped pick-up only		[redacted]	BOLT	[redacted]			
[redacted]		Transmission : [redacted] equipped pick-up only		[redacted]	GREASE	1		85.94	$168.22
[redacted]		Transmission : [redacted] equipped pick-up only		[redacted]	HUB	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	RACE	1		51.77	$168.22
[redacted]		Transmission : [redacted] equipped pick-up only		[redacted]	BEARING	1		55.59	$168.22
[redacted]		Transmission : [redacted] equipped pick-up only		[redacted]	HUB	1		522.75	$168.22
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	[redacted] RING	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only		[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	[redacted]	1		18.23	$168.22
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	[redacted]	1		10.46	$168.22
A	21000169	Transmission : [redacted] equipped pick-up only		[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	WASHER	1		12.37	$168.22
[redacted]		Transmission : [redacted] equipped pick-up only		[redacted]	FLUID AFT	8		173.40	$168.22
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped		[redacted]	CLUTCHKIT	1	X	1871.70	$336.44
[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]	GREASE	1		85.94	$336.44

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			68253813AB	RACE	1		[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]	HUB	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			[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			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			68244579AA	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			[redacted]	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] ; 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]	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]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch	ZZ	SERVICE ACTION	[redacted]	HUB	1		265.20	$1,289.70

		/ 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]	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		[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]	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		[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]	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		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly -	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		173.40	[redacted]

		Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

DIAGNOSE AND ADVISE CUSTOMER STATES CHECK ENGINE LIGHT IS ON VEHICLE BARELY MOVES AND SLAMS INTO GEAR (Automatic Transmi ssion Concern) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 4) CUSTOMER REQUESTS CHRYSLER MULTI[redacted] INSPECTION CUSTOMER REQUESTS CHECK TIRE PRESSURE AND SET TO RECOMMENDED PRESSURE.

(RO) Cause:

DTC [redacted] GEAR 1 [redacted] INCORRECT RATIO, [redacted] GEAR 3 INCORRECT RATIO, [redacted] IMPLAUSIBLE DATA RECEIVED FROM TCM, [redacted] IMPLAUSIBLE DATA RECEIVED FROM TCM. TSB [redacted] REV. [redacted] CLTUCH RING REPAIR. AND DRAIN TRANS

(RO) Correction:

REMOVED AND PERFORMED REPAIR. REPLACE K1 SNAP RING AND INPUT SHAFT WITH NEW END PLAY SETTINGS. CLEAN ALL THE METAL DEBRIS COMING FROM THE DAMAGE CARRIER. TOP OFF FLUID RELEARN TRANSMISSION TEST DRIVE AND VERIFIED VEHICLE OPERATING NORMAL THIS TIME. TSB LOP [redacted] CLEANING TRANSMISSION FROM DEBRIS A/T [redacted] FLASH UPDATE PN [redacted]-AI LOP [redacted] FLASH UPDATE PN [redacted] TOTAL: [redacted] NO PARTS AVAILABLE COMPLETED MULTI[redacted] INSPECTION, SEE ATTACHED MULTI[redacted] INSPECTION FOR FINDINGS COMPLETED TIRE PRESSURE CHECK AND SET TO RECOMMENDED PRESSURE LF RF LR RR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIAGNOSE AND ADVISE CUSTOMER STATES CHECK ENGINE LIGHT IS ON VEHICLE BARELY MOVES AND SLAMS INTO GEAR (AUTOMATIC TRANSMI SSION CONCERN)

(Claim) Cause:

DTC [redacted] GEAR [redacted] INCORRECT RATIO, [redacted] GEAR 3 INCORRECT RATIO, [redacted] IMPLAUSIBLE DATA RECEIVED FROM TCM, [redacted] IMPLAUSIBLE DATA RECEIVED F ROM TCM. TSB [redacted] REV. [redacted] CLTUCH RING REPAIR. AND DRAIN TRANS

(Claim) Correction:

REMOVED AND PERFORMED REPAIR. REPLACE K1 SNAP RING AND INPUT SHAFT WITH NEW E ND PLAY SETTINGS. CLEAN ALL THE METAL DEBRIS COMING FROM THE DAMAGE CARRIER. TOP OFF FLUID RELEARN TRANSMISSION TEST DRIVE AND VERIFIED VEHICLE OPERATING NORMAL 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 Code***	[redacted]

Claim 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	1468 SAVANNAH HIGHWAY , CHARLESTON, SC 29407		

Condition Information

Condition [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]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[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]	COOLER	1		246.46	$30.58
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler (2 [redacted] Skilled)			[redacted]	COOLER	1		246.46	[redacted]

RO Narratives

(RO) Customer Concern:

customer states vehicle is shifting hard when down shifting [redacted] INSPECTION

(RO) Cause:

Transmission banging into gear when downshifting. When taking off transmission was slipping intermittently. Fluid burnt and clutch material present COMPLEMENTARY INSPECTION

(RO) Correction:

Replaced transmission and cooler [redacted] warranty [redacted] PERFORM [redacted] COMPLEMENTARY INSPECTION

(RO) Technical Notes:

TRANSMISSION BANGING INTO GEAR WHEN DOWNSHIFTING PUT IN. DURING THE CURRENT VISIT WE REPLACED NEW [redacted] UNDER MOPAR PART WARRANTY.PLEASE SEE ATTACHED RO, ORIGINAL RO, HARD COPY. THANK YOU.

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IS SHIFTING HARD WHEN DOWN SHIFTING

(Claim) Cause:

TRANSMISSION BANGING INTO GEAR WHEN DOWNSHIFTING. WHEN TAKING OFF TRANSMISSIO N WAS SLIPPING INTERMITTENTLY. FLUID BURNT AND CLUTCH MATERIAL PRESENT

(Claim) Correction:

REPLACED TRANSMISSION AND COOLER 21002712 [redacted] [redacted] [redacted] WARRANTY [redacted] MILES 843

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]
Address	5801 SPUR 327 , LUBBOCK, TX 79424		

Condition Information

Condition [redacted]	[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]	$88.51
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		84.00	$88.51
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		84.00	$88.51
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		84.00	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		84.00	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	6		84.00	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	6		84.00	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		84.00	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		84.00	[redacted]
[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	[redacted]	[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]	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]	FLUID AFT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) Automatic Transmission Concern [Customer States STUCK IN [redacted] AND IN LIMP MODE. STARTED [redacted]3.] DRIVEABILITY CONCERN [Customer States [redacted] IS NOT WORKING AT ALL. CHECK AND ADVISE]

(RO) Cause:

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(RO) Correction:

Recall / Customer Satisfaction Notification1 [Safety Recall [redacted]- Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION [redacted] VERIFIED NO FORWARD [redacted] FOLLOWE[redacted] [redacted] A REMOVED TRANSMISSION.FOUND K1 CLUTCH SNAP RING DISLOGGED. REPLACEDK1 CLUTCH ASSEMBLY ACCORDING TO TSB REFILLEDAND TEST DROVE OKAY. Transmission, Remove and install for recondition -[redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] DRIVE SHAFT SKID PLATE DEF EQUIPPED 4X4 [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly [redacted] DRIVE SHAFT SKID PLATE DEF EQUIPPED 4X4 NO WORK PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES STUCK IN [redacted] AND IN LIMP MODE. STARTED [redacted] 3.

(Claim) Cause:

VERIFIED NO FORWARD [redacted] FOLLOWE[redacted] [redacted] A REMOVED TRANSMISSION. F OUND K1 CLUTCH SNAP RING DISLOGGED. REPLACED K1 CLUTCH ASSEMBLY ACCORDING TO TSB REFILLED AND TEST DROVE OKAY.

(Claim) Correction:

VERIFIED NO FORWARD [redacted] FOLLOWE[redacted] [redacted] A REMOVED TRANSMISSION. F OUND K1 CLUTCH SNAP RING DISLOGGED. REPLACED K1 CLUTCH ASSEMBLY ACCORDING TO TSB REFILLED AND TEST DROVE OKAY.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28M81 - RAM 3500 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	6320 BOB BULLOCK LOOP , LAREDO, TX 78041		

Condition Information

Condition			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]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		47.96	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	6[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	MODULE	1		[redacted]	[redacted]
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TOC ASSY	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[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]	TOC ASSY	1		[redacted]	[redacted]

		[redacted] equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	3		47.96	$110.68
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	MODULE	1		752.32	[redacted]
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Valve, thermal cooler bypass			[redacted]	FLUID AFT	3		47.96	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [Stares there istransmission issues was able to drive it in but only in 4wheel drive]

(RO) Cause:

.

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT VEHICLE INSPECTION [redacted] PERFORM VEHICLE DIAG, VERIFIEDCUSTOMER CONCERN AND FOUND THAT VEHICLE HAD [redacted], PERFORMED PIN POINT TEST FOR CODEAND AFTER ALL WIRE CHECKS THAT WERE OKAY PINPOINT TEST LEAD TO REPLACEMENT OF THE [redacted] REPLACED [redacted] CLEAR CODES AND TEST DROVE.VEHICLE WOULD STILL NOT GET OUT OF [redacted] ,PUT VEHICLE BACK INTO SHOP AND DRAINEDTRANSMISSION TO INSPECT FLUID. FOUND METALSHAVINGS IN THE OIL. DROPPED PAN TO INSPECTAND FOUND THAT THERE WAS METAL SHAVING IN PANMAGNETS. REMOVED TRANSMISSION TO PERFORMTEARDOWN. WHEN TEARING TRANSMISSION DOWN.FOUND HUBS WORN AND SCORED. AS PER [redacted] REPLACED TRANSMISSION ASSEMBLY REPLACEDTOC AND FLUSHED OUT ALL LINES. INSTALLED NEWTRANSMISSION PERFORMED QUICKLEARN STARTEDVEHICLE TOPPED OFF FLUID. TEST DROVE ANDPASSED. DIAG Transmission, Replace - automatic TRANS DEF EQUIPPED [redacted] Transmission, Replace - automatic [redacted] equipped [redacted] PLATE [redacted], thermal cooler bypass DIAG TRANS DEF EQUIPPED [redacted] Transmission, Replace - automatic [redacted] equipped [redacted] PLAT [redacted], thermal cooler bypass

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [STARES THERE IS TRANSMISSION ISSUES WAS ABLE TO DRIVE IT I N BUT ONLY IN [redacted]]

(Claim) Cause:

TRANSMISSION DOWN. FOUND HUBS WORN AND SCORED

(Claim) Correction:

PERFORM VEHICLE DIAG, VERIFIED CUSTOMER CONCERN AND FOUND THAT VEHICLE HAD [redacted], PERFORMED PIN POINT TEST FOR CODE AND AFTER ALL WIRE CHECKS THAT WE RE OKAY PIN POINT TEST LEAD TO REPLACEMENT OF THE [redacted]. REPLACED [redacted] CLEAR CO DES AND TEST DROVE. VEHICLE WOULD STILL NOT GET OUT OF [redacted], PUT VEHICL E BACK INTO SHOP AND DRAINED TRANSMISSION TO INSPECT FLUID. FOUND METAL SHAV INGS IN THE OIL. DROPPED PAN TO INSPECT AND FOUND THAT THERE WAS METAL SHAVI NG IN PAN MAGNETS. REMOVED TRANSMISSION TO PERFORM TEARDOWN. WHEN TEARING TR ANSMISSION DOWN. FOUND HUBS WORN AND SCORED. AS PER [redacted] REPLACED TRANSMISSION ASSEMBLY REPLACED TOC AND FLUSHED OUT ALL LINES. INSTALLED NEW TRANSMISSION PERFORMED QUICKLEARN STARTED VEHICLE TOPPED OFF FLUID. TEST DR OVE AND PASSED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[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]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

[redacted]	***Name***	CHAPMAN'S LAS VEGAS DODGE L.L.C.	***Zone*** [redacted]
Address	3470 BOULDER HWY , LAS VEGAS, NV 89121		

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]1	Actuator ; liter diesel engine	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	ACTUATOR	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

DRIVEABILITY

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted]E LIGHT IS ON PAY ME THODMR WARR-CHRYSLER

(Claim) Cause:

[redacted] LIGHT IS ON. FOUND [redacted]. PERFORMED DIAG. FOUND TURBO ACTUATOR FAILED WHILE PERFORMING SECTOR SHA FT TEST. REMOVED AND INSTALLED NEW TURBO ACTUATOR. PERFORMED LEARN PROCEDURE. CODE DID NOT RESET

(Claim) Correction:

[redacted] LIGHT IS ON. FOUND [redacted]. PERFORMED DIAG. FOUND TURBO ACTUATOR FAILED WHILE PERFORMING SECTOR SHA FT TEST. REMOVED AND INSTALLED NEW TURBO ACTUATOR. PERFORMED LEARN PROCEDURE. CODE DID

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP5L64 - RAM 5500 REG CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	560

Claim 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**	35 [redacted]
Address	2340 ROANOKE STREET , CHRISTIANSBURG, VA 24073				

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] engine		CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] engine		CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] engine		CHECK [redacted] SERVICE [redacted] SO	[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANS	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	[redacted]			

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE VEHICLE DOES NOT WANT TO GO FORWARD, THE CHECK [redacted] LIGHT IS ON AND THE TRANSMISSION IS RE[redacted]G. REPAIR ORDER COMMENTS: [redacted]

(RO) Cause:

Internal transmission failure.

(RO) Correction:

[redacted] Internal transmission failure. [redacted] verified concern vehicle willnot move and cel light is on. checked forcodes found [redacted] gear 1 shift incorrectratio and [redacted] implausible data receivedfrom tcm. performed the diagnostic proceduresof 45 steps of circuit testing for the [redacted]. all resistance measurements in specand no opens, shorts to ground, or shortsbetween circuits found. service infosuggested to replace valve body and internalwiring harness. removed transmission pan andfound excessive debris in pan. Performedrepair/replace worksheet. Replacedtransmission. Flushed cooler and lines.Performed quick learn and test drive, nofurther issues found, concern corrected. CUSTOMER [redacted]S THE VEHICLE DOES NOT WANT TO GO FORWARD, THE CHECK ENGINE LIGHT IS ON AND THE TRANSMISSION IS REVING. AUTO TRANS REPAIR REPAIR ORDER COMMENTS: TOWED IN REPAIR ORDER [redacted] PASSED [redacted] [redacted] INSP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOME[redacted]S THE VEHICLE DOES NOT WANT TO GO FORWARD, THE CHECK ENGINE LIG HT IS ON AND THE TRANSMISSION IS REVING.

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE.

(Claim) Correction:

VERIFIED CONCERN VEHICLE WILL NOT MOVE AND CEL LIGHT IS ON. CHECKED FOR CODES FOUN[redacted] GEAR [redacted] INCORRECT RATIO AND [redacted] IMPLAUSIBLE DATA RE CEIVED FROM TCM. PERFORMED THE DIAGNOSTIC PROCEDURES OF [redacted] OF CIRCUIT T ESTING FOR THE [redacted]. ALL RESISTANCE MEASUREMENTS IN SPEC AND NO OPENS, SH ORTS TO GROUND, OR SHORTS BETWEEN CIRCUITS FOUND. SERVICE INFO SUGGESTED TO R EPLACE VALVE BODY AND INTERNAL WIRING HARNESS. REMOVED TRANSMISSION PAN AND F OUND EXCESSIVE DEBRIS IN PAN. PERFORMED REPAIR/REPLACE WORKSHEET. REPLACED T RANSMISSION. FLUSHED COOLER AND LINES. PERFORMED QUICK LEARN AND TEST DRIVE, NO FURTHER ISSUES FOUND, CONCERN CORRECTED.

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

Dealer Information

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

Condition Information

Condition	[redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Replace - automatic ;	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ;	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ;	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		336.49	$31.41
A	[redacted]	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	[redacted]	1		195.64	$31.41
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted] Skilled)			[redacted]	TRANSMISS	[redacted]			
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted] Skilled)			[redacted]	COOLER	1		336.49	$109.94
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted] Skilled)			[redacted]	[redacted]	1		195.64	$109.94
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		336.49	$282.71
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 -			[redacted]	[redacted]	[redacted]			

		Skilled)								
A	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]MISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]1	Digital Imaging ; Process time			[redacted]	LINESASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

(Perform DTC Inspection) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) VEHICLE WILL NOT DRIVE CORRECTLY AS IF IT IS IN A HIGHER [redacted] (Automatic Transmission Concern) CS BLOWING HOT AIR (AC Concern) PERFORM COMPLETE VIDEO MULTI INSPECTION SENDING DETAILS AND RECOMMENDATIONS TO CUSTOMER.

(RO) Cause:

. FOUND VEHICLE WILL NOT MOVE IN DRIVE. ALSO FOUND WHEN PLACED IN NEUTRAL, VEHICLE WILL MOVE BACKWARDS, ALSO FOUND THAT WHEN PLACED IN DRIVE VEHICLE WILL GO BACKWARDS SOMETIMES. ALSO NOTICED WHEN ENGINE STARTS, VEHICLE JOLTS BACKWARDS ON TO PARK PAWL. FOUND [redacted] Incorrect Gear Engaged [redacted] Gear 1 Shift Incorrect Ratio [redacted] [redacted] Shift Incorrect Ratio. REMOVED PAN AND FOUND METAL AND CLUTCH MATERIAL IN PAN ALSO FOUND FLUID WAS BLACK AND SMELLED LIKE BURNT CLUTCH. REMOVED [redacted]. DISASSEMBLED. FOUND BURNT CLUTCHES, SNAP RING DISLODGED. COMPLETED [redacted] SHEET AND FOUND REPLACEMENT OF [redacted] IS RECOMMENDED REPAIR METHOD. SUBMITTED TO PTSC. PTSC APPROVED [redacted]MISSION, COOLER, AND LINES REPLACEMENT. ALSO APPROVE[redacted] FOR [redacted] FOR PTSC SUBMITTAL. DURING TEST FOUND AC BLOWING COLD. PRODUCE VIDEO INSPECTION.

(RO) Correction:

. RECALL IS NOT AVAILABLE AT THIS TIME. ASSEMBLED [redacted]. INSTALLED NEW [redacted] PER SERVICE INFO. REMOVED AND REPLACED [redacted] COOLER AND LINES PER SERVICE INFO. ADJUSTED FLUID LEVEL. PERFORMED QUICK LEARN. TEST DROVE AND FOUND ALL OK. UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME. COMPLETED VIDEO MULTI INSPECTION, SHOWING CUSTOMER AREAS OF VEHICLE THAT WERE GOOD ALONG WITH ANYTHING THAT NEEDS IMMEDIATE OR UPCOMING ATTENTION.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT DRIVE CORRECTLY AS IF IT IS IN A HIGHER [redacted] (AUTOMATIC [redacted]MISSION CONCERN)

(Claim) Cause:

VEHICLE WILL NOT DRIVE CORRECTLY AS IF IT IS IN A HIGHER [redacted] (AUTOMATIC [redacted]MISSION CONCERN)

(Claim) Correction:

ASSEMBLE[redacted]. INSTALLED NEW [redacted] PER SERVICE INFO. REMOVED AND REPLACED [redacted] COOLER AND LINES PER SERVICE INFO. ADJUSTED FLUID LEVEL. PERFORMED Q UICK LEARN. TEST DROVE AND FOUND ALL OK.

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]	[redacted]
Address	660 AUTO BLVD , BURLINGTON, WA 98233				

Condition Information

Condition	[redacted]	[redacted]	Failure	[redacted] Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
A	[redacted]	Module, [redacted] ; Module, [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	5		75.76	[redacted]
A	[redacted]	Module, [redacted] ; Module, [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	TRANSMISS	1	X	7709.75	[redacted]
A	[redacted]	Module, [redacted] ; Module, [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, [redacted] ; Module, [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Module, [redacted] ; Module, [redacted] - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		75.76	$113.40
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		136.37	$113.40
[redacted]		Transmission ; DEF equipped [redacted]			[redacted]	[redacted]			[redacted]	

		pick-up only								
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	5		75.76	$737.10
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		25.67	$737.10
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLIP	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	5		75.76	$113.40
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	9		136.37	$113.40
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	CLIP	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Digital Imaging ; Process time			[redacted]	CLIP	6		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] - CUST STATES TRANS SLIPS BELOW [redacted] MILD ACCELERATION

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUST STATES TRANS SLIPS BELOW [redacted] MILD ACCELERATION CHECK A ND ADV NO LIGHTS ON - NOTICEABLE WHEN TOWIN[redacted]. VERIFIED SLIPPIN G NO CODES ACTIVE OR STORED FOUND [redacted] FLASH -

FLASHED FROM [redacted] TO [redacted] ISSUE STILL PRESENT - REMOVED OIL PAN FOUND NO METAL SHAVINGS OR CLU TCH MATERIAL - OPENED STAR CASE - NEXT STEP NEED OT PRESSURE TEST VALVE BODY WITH SPECIAL TOOL ACCORDING TO STAR - PERFORMED AIR PRESSURE TEST ON VALVE B ODY SPEC PN FRO[redacted] CURRENLTY AT [redacted] OUT OF SPEC FOR D R [redacted] CURRENLTY [redacted] BARELY NDER SPEC ALSO FOUND NEEDLE OF PRESSURE TESTER WILL NEVER STAY PUT FLUCTUATING FAST SUBMITTED TO STAR THEN PRESSURE TEST CL UTCH FOUND [redacted] AND [redacted] NOT HOLDING PRESSURE NEEDS RE BUILD OR NEW AS SEMBLYU SUBMITED CLAIM WAITING FOR APPROVAL - WILL CONTRATC CUSTOMER WHEN AP PROVAL .RAM APPROVED TRANSMISSION AFTER [redacted] ENT ON MVP - REPLACED ASSEMBLY VERIFIED ALL WORKING AS DESIGN TETS DROVE ALL OK

(Claim) Cause:

[redacted] - CUST STATES TRANS SLIPS BELOW [redacted] MILD ACCELERATION CHECK AND ADV NO LIGHTS ON - NOTICEABLE WHEN TOWIN[redacted]. VERIFIED SLIPPING N O CODES ACTIVE OR STORED FOUND TCM FLASH - FLASHED FROM [redacted] TO [redacted] ISSUE STILL PRESENT - REMOVED OIL PAN FOUND NO METAL SHAVINGS OR CLUTCH MATERIAL - OPENED STAR CASE - NEXT STEP NEED OT PRESSURE TEST VALVE BODY WIT H SPECIAL TOOL ACCORDING TO STAR - PERFORMED AIR PRESSURE TEST ON VALVE BODY SPEC PN FROM [redacted] CURRENLTY AT [redacted] OUT OF SPEC FOR D R [redacted] CURRENLTY [redacted] BARELY NDER SPEC ALSO FOUND NEEDLE OF PRESSURE TESTER WIL L NEVER STAY PUT FLUCTUATING FAST SUBMITTED TO STAR THEN PRESSURE TEST CLUTC H FOUND [redacted] AND [redacted] NOT HOLDING PRESSURE NEEDS RE BUILD OR NEW ASSEM BLYU SUBMITED CLAIM WAITING FOR APPROVAL - WILL CONTRATC CUSTOMER WHEN APPRO VAL .RAM APPROVED TRANSMISSION AFTER [redacted] ENT ON MVP - REPLACED AS SEMBLY VERIFIED ALL WORKING AS DESIGN TETS DROVE ALL OK

(Claim) Correction:

[redacted] - CUST STATES TRANS SLIPS BELOW [redacted] MILD ACCELERATION CHECK AND ADV NO LIGHTS ON - NOTICEABLE WHEN TOWIN[redacted]. VERIFIED SLIPPING N O CODES ACTIVE OR STORED FOUND TCM FLASH - FLASHED FROM [redacted] TO [redacted] ISSUE STILL PRESENT - REMOVED OIL PAN FOUND NO METAL SHAVINGS OR CLUTCH MATERIAL - OPENED STAR CASE - NEXT STEP NEED OT PRESSURE TEST VALVE BODY WIT H SPECIAL TOOL ACCORDING TO STAR - PERFORMED AIR PRESSURE TEST ON VALVE BODY SPEC PN FROM [redacted] CURRENLTY AT [redacted] OUT OF SPEC FOR D R [redacted] CURRENLTY [redacted] BARELY NDER SPEC ALSO FOUND NEEDLE OF PRESSURE TESTER WIL L NEVER STAY PUT FLUCTUATING FAST SUBMITTED TO STAR THEN PRESSURE TEST CLUTC H FOUND [redacted] AND [redacted] NOT HOLDING PRESSURE NEEDS RE BUILD OR NEW ASSEM BLYU SUBMITED CLAIM WAITING FOR APPROVAL - WILL CONTRATC CUSTOMER WHEN APPRO VAL .RAM APPROVED TRANSMISSION AFTER [redacted] ENT ON MVP - REPLACED AS SEMBLY VERIFIED ALL WORKING AS DESIGN TETS DROVE ALL OK

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	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]	[redacted]	[redacted]
Address	660 AUTO BLVD , BURLINGTON, WA 98233				

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

30CHZ - CUST STATES TRANS SLIPS BELOW [redacted] MILD ACCELERATION

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUST STATES TRANS SLIPS BELOW [redacted] ACCELERATION CHECK A ND ADV NO LIGHTS ON - NOTICEABLE WHEN TOWIN[redacted]. VERIFIED SLIPPIN G NO CODES ACTIVE OR STORED FOUND [redacted] FLASH - FLASHED FROM [redacted] TO [redacted] ISSUE STILL PRESENT - REMOVED OIL PAN FOUND NO METAL SHAVINGS OR CLU TCH MATERIAL - OPENED STAR CASE - NEXT STEP NEED OT PRESSURE TEST VALVE BODY WITH SPECIAL TOOL ACCORDING TO STAR - PERFORMED AIR PRESSURE TEST ON VALVE B ODY SPEC PN FRO[redacted] CURRENLTY AT [redacted] OUT OF SPEC FOR D R SPE [redacted] CURRENLTY [redacted] BARELY NDER SPEC ALSO FOUND NEEDLE OF PRESSURE TESTER [redacted] NEVER STAY PUT FLUCTUATING FAST SUBMITTED TO STAR THEN PRESSURE TEST CL UTCH FOUND [redacted] AND [redacted] NOT HOLDING PRESSURE NEEDS RE BUILD OR NEW AS SEMBLYU SUBMITED CLAIM WAITING FOR APPROVAL - [redacted] CONTRATC CUSTOMER WHEN AP PROVAL .RAM APPROVED TRANSMISSION AFTER [redacted] ENT ON MVP - REPLACED ASSEMBLY VERIFIED ALL WORKING AS DESIGN TETS DROVE ALL OK

(Claim) Cause:

[redacted] - CUST STATES TRANS SLIPS BELOW [redacted] ACCELERATION CHECK AND ADV NO LIGHTS ON - NOTICEABLE WHEN TOWIN[redacted]. VERIFIED SLIPPING N O CODES ACTIVE OR STORED FOUND [redacted] FLASH - FLASHED FROM [redacted] TO [redacted] ISSUE STILL PRESENT - REMOVED OIL PAN FOUND NO METAL SHAVINGS OR CLUTCH MATERIAL - OPENED STAR CASE - NEXT STEP NEED OT PRESSURE TEST VALVE BODY WIT H SPECIAL TOOL ACCORDING TO STAR - PERFORMED AIR PRESSURE TEST ON VALVE BODY SPEC PN FROM [redacted] CURRENLTY AT [redacted] OUT OF SPEC FOR D R SP[redacted] CURRENLTY [redacted] BARELY NDER SPEC ALSO FOUND NEEDLE OF PRESSURE TESTER [redacted] NEVER STAY PUT FLUCTUATING FAST SUBMITTED TO STAR THEN PRESSURE TEST CLUTC H FOUND [redacted] AND [redacted] NOT HOLDING PRESSURE NEEDS RE BUILD OR NEW ASSEM BLYU SUBMITED CLAIM WAITING FOR APPROVAL - [redacted] CONTRATC CUSTOMER WHEN APPRO VAL .RAM APPROVED TRANSMISSION AFTER [redacted] ENT ON MVP - REPLACED AS SEMBLY VERIFIED ALL WORKING AS DESIGN TETS DROVE ALL OK

(Claim) Correction:

[redacted] - CUST STATES TRANS SLIPS BELOW [redacted] ACCELERATION CHECK AND ADV NO LIGHTS ON - NOTICEABLE WHEN TOWIN[redacted]. VERIFIED SLIPPING N O CODES ACTIVE OR STORED FOUND [redacted] FLASH - FLASHED FROM [redacted] TO [redacted] ISSUE STILL PRESENT - REMOVED OIL PAN FOUND NO METAL SHAVINGS OR CLUTCH MATERIAL - OPENED STAR CASE - NEXT STEP NEED OT PRESSURE TEST VALVE BODY WIT H SPECIAL TOOL ACCORDING TO STAR - PERFORMED AIR PRESSURE TEST ON VALVE BODY SPEC PN FROM [redacted] CURRENLTY AT [redacted] OUT OF SPEC FOR D R SP[redacted] CURRENLTY [redacted] BARELY NDER SPEC ALSO FOUND NEEDLE OF PRESSURE TESTER [redacted] NEVER STAY PUT FLUCTUATING FAST SUBMITTED TO STAR THEN PRESSURE TEST CLUTC H FOUND [redacted] AND [redacted] NOT HOLDING PRESSURE NEEDS RE BUILD OR NEW ASSEM BLYU SUBMITED CLAIM WAITING FOR APPROVAL - [redacted] CONTRATC CUSTOMER WHEN APPRO VAL .RAM APPROVED TRANSMISSION AFTER [redacted] ENT ON MVP - REPLACED AS SEMBLY VERIFIED ALL WORKING AS DESIGN TETS DROVE ALL OK

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**	$1,528.97	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure	[redacted]	Part Name	[redacted] Quantity	Failed	Expense	Expense
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]		[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]	[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]	[redacted] T	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	9		138.50	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE WAS DRI[redacted]G AND COASTING DOWN ON THE HWY AND ALL OF THE SUDDEN THE RPMS REVVED UP HIGH AND WHEN HE PRESSED ON THE BRAKES TO GET THE RPMS LOWER THE CK ENGINE LIGHT CAME ON AND TRIED TO ACCELERATE IN ORDER TO PULL OVER AND HE FELT LOSS OF POWER..... PLEASE CK AND ADVISE CUSTOMER IS AWARE THAT HE IS RESPONSIBLE FOR THE TOW BILL([redacted]) TIME OF PICKING UP HIS TRUCK .... 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]. 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:

SCANNED VEHICLE AND FOUND STORED DTC [redacted] INCORRECT RATIO. PARTS ORDERED PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS: TECHNICIAN

(RO) Correction:

NA

(RO) Technical Notes:

NO VOR WAS AVAILABLE, TRACY L. ADD DM GOOD WILL NOTES TO SUPPORT REN

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE WAS DRIVING AND COASTING DOWN ON THE HWY AND ALL OF THE SUDDEN THE RPMS REVVED UP HIGH AND WHEN HE PRESSED ON THE BRAKES TO GET THE RPMS LOWER THE CK ENGINE LIGHT CAME ON AND TRIED TO ACCELERATE IN ORDER TO PULL OVER AND HE FELT LOSS OF POWER..... PLEASE CK AND ADVISE

(Claim) Cause:

SCANNED VEHICLE AND FOUND STORED DTC [redacted] INCORRECT RATIO.

(Claim) Correction:

REMOVE TRANSMISSION AND DISASSEMBLE INSPECTED AND FOUND K1 CLUTCH SNAP RING C AME OFF AND K1 CLUTCH PISTON COME ALL THE WAY OUT AND DAMAGED SEALS THAT ARE NOT AVAILABLE AT THIS TIME. INSTALLED NEW K1 CLUTCH ASSEMBLY AND RESET INPUT AND ADDED 13 QT TRANS 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	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***	BROADWAY CHRYSLER, DODGE, JEEP, INC.	***Zone***	[redacted]
Address	2720 BROADWAY AVE , YANKTON, SD 57078				

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]		Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]		Owner reimbursement ; Floor Plan Reimbursement								[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] HEATER RECALL REMOVED AND REPLACED [redacted]) [redacted] SOFTWARE UPDATE INSPECTED AND UPDATED THE DCU MODULE [redacted]) OPEN RSU [redacted] INSPCTED AND UPDATED THE TCM ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ACTIVE RECALL [redacted] HEATER OPEN RECALL [redacted] FOR TRANSMISSION FLASH

(Claim) Cause:

GRID HEATER RELAYS CAN CAUSE FIRE OPEN RECALL REQUIRED FLASH

(Claim) Correction:

INSPECTED AND UPDATED THE [redacted] SOFTWARE LEVEL REMOVED AND REPALCED GRID HEATER RELAYS INSPECTED AND FLASH TCM

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***	BROADWAY CHRYSLER, DODGE, JEEP, INC.	***Zone***	[redacted]
Address	2720 BROADWAY AVE , YANKTON, SD 57078				

Condition Information

Condition Code	*LOP*	*LOP Desc*	*Failure Code*	*Failure Desc*	*Part Number*	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF			

RO Narratives

(RO) Customer Concern:

[redacted] GRID HEATER RECALL REMOVED AND REPLACED [redacted]) [redacted] SOFTWARE UPDATE INSPECTED AND UPDATED THE [redacted] MODULE [redacted]) OPEN [redacted] INSPCTED AND UPDATED THE TCM ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ACTIVE RECALL [redacted] GRID HEATER OPEN RECALL [redacted] FOR TRANSMISSION FLASH

(Claim) Cause:

GRID HEATER RELAYS CAN CAUSE FIRE OPEN RECALL REQUIRED FLASH

(Claim) Correction:

INSPECTED AND UPDATED THE [redacted] SOFTWARE LEVEL REMOVED AND REPALCED GRID HEATER RELAYS INSPECTED AND FLASH TCM

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] 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]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE	1		164.21	$127.31
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
A	[redacted]2	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]2	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	[redacted]			
A	[redacted]2	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				
A	[redacted]2	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TUBE	1		164.21	$827.54
A	[redacted]2	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		179.05	$827.54
[redacted]0		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]0		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	[redacted]			
[redacted]0		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		292.90	[redacted]
[redacted]0		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]				[redacted]
[redacted]		Transmission, Replace - automatic ; Skid plate			[redacted]	[redacted]	1		179.05	[redacted]

		equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7993.43	$127.31
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		292.90	$127.31
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[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		27.21	$381.94
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	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		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		27.21	$169.75
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. CUSTOMER STATES CHECK ENGINE LIGHT CAME ON TRANSMISSION NOT SHIFTING WONT GO INTO DRIVE IT WILL CLUNK HARD AUTO.LIVE REPAIR ORDER CUSTOMER STATES PASSENGER SIDE MIRROR BOTTOM GLASS POP OFF WHILE DRIVING AND HAD TO PUT IT BACK ON AND ALSO THE MIRROR DOES NOT MOVE WITH SWITCH

(RO) Cause:

NA

(RO) Correction:

PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. [redacted] VERIFIED THE CUSTOMER'S CONCERN OFWILL NOT EGAGE FIRST OR REVERSE GEARS.ACCESSED THE DIAGNOSTIC PORT AND PERFORMED [redacted] FIND ACTIVE CODE [redacted]. PERFORMEDSTRATEGY BASED DIAGNOSTICS RESEARCHED THEVEHICLES COMPLETE SERVICE HISTORY CHECKED FORANY APPLICABLE TECHNICAL SERVICE BULLETINSSERVICE MESSAGES SERVICE UPDATES FIELDACTIONS CAMPAIGNS AND PRELIMINARYINFORMATION. CHECKED TRANSMISSION FLUID [redacted] CONDITION TO FIND THE TRANSMISSION FLUIDLEVEL IS FULL AND CLEAN AND HAS HIGH METALCONTENT. PERFORMED A AUTOMATIC TRANSMISSIONASSEMBLY EXAMINATION AND DIAGNOSTIC FINDINGTHE K1 SNAP RINGS CAME APART . FOUND THEAUTOMATIC TRANSMISSION ASSEMBLY IS THE POINTOF CONCERN. FURTHER EXAMINATION FOUND THEAUTOMATIC TRANSMISSION ASSEMBLY HAS LARGEAMOUNTS OF METAL IN THE PAN. ACCESSED,REMOVED AND REPLACED THE AUTOMATICTRANSMISSION ASSEMBLY THEN REPLACED THETRANSMISSION OIL COOLER. ACCESSED, REMOVEDAND REPLACED THE TRANSMISSION COOLER ASSEMBLYAND REPLACED THE LINES. INSPECTED, REMOVEDAND REPLACED THE COOLER BYPASS VALVE.ACCESSED THE DIAGNOSTIC PORT AND PROGRAMMEDTHE TRANSMISSION SHIFT STRATEGY. PERFORMED ANAUTOMATIC TRANSMISSION SHIFT RELEARN. CLEAREDALL DIAGNOSTIC TROUBLE CODES. PERFORMED AQUICK LEARN PROCEDURE. THE SYSTEM IS NOWOPERATING

AS DESIGNED. CUSTOMER STATES CHECK ENGINE LIGHT CAME ON TRANSMISSION NOT SHIFTINGWONT GO INTO DRIVE IT WILL CLUNK HARD MISC REPAIR A LABOR AUTO.LIVE REPAIR ORDER [redacted] REPLACED PASSENGER SIDE MIRROR DUE TOBINDING CONDITION Mirror, Outside Rearview (P

(RO) Technical Notes:

CEL ON AND SHIFT ISSUES

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT CAME ON TRANSMISSION NOT SHIFTING WONT GO I NTO DRIVE IT WILL CLUNK HARD

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF WILL NOT EGAGE FIRST OR REVERSE GEARS. ACCE SSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE [redacted]. PERFORMED STRATEGY BASED DIAGNOSTICS RESEARCHED THE VEHICLES COMPLETE SERVIC E HISTORY CHECKED FOR ANY APPLICABLE TECHNICAL SERVICE BULLETINS SERVICE MES SAGES SERVICE UPDATES FIELD ACTIONS CAMPAIGNS AND PRELIMINARY INFORMATION. C HECKED TRANSMISSION FLUID LEVEL AND CONDITION TO FIND THE TRANSMISSION FLUID LEVEL IS FULL AND CLEAN AND HAS HIGH METAL CONTENT. PERFORMED A AUTOMATIC T RANSMISSION ASSEMBLY EXAMINATION AND DIAGNOSTIC TEAR DOWN FINDING THE K1 SNA P RINGS CAME APART . FOUND THE AUTOMATIC TRANSMISSION ASSEMBLY IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE AUTOMATIC TRANSMISSION ASSEMBLY HA S LARGE AMOUNTS OF METAL IN THE PAN. ACCESSED, REMOVED AND REPLACED THE AUTO MATIC TRANSMISSION ASSEMBLY THEN REPLACED THE TRANSMISSION OIL COOLER.

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE TRANSMISSION COOLER ASSEMBLY AND REPLACED T HE LINES. INSPECTED, REMOVED AND REPLACED THE COOLER BYPASS VALVE. ACCESSED THE DIAGNOSTIC PORT AND PROGRAMMED THE TRANSMISSION SHIFT STRATEGY. PERFORME D AN AUTOMATIC TRANSMISSION SHIFT RELEARN. CLEARED ALL DIAGNOSTIC TROUBLE CO DES. PERFORMED A QUICK LEARN PROCEDURE. THE SYSTEM IS NOW OPERATING AS DESIG NED.

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)**	13

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]		**Failure** [redacted]	**Failure** [redacted]						
						Name	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Safety Recall [redacted] - 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:

PERFORM RECAL[redacted]

(RO) Cause:

[redacted] RECALL [redacted]

(RO) Correction:

[redacted] REPLACED [redacted] HEATER RELAY [redacted] PERFORMED [redacted] UPDATE

(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	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	13

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	**LOP Desc**	**Failure** [redacted]	**Failure Desc**	[redacted]
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]		

RO Narratives

(RO) Customer Concern:

PERFORM RECAL[redacted]

(RO) Cause:

[redacted]RECALL [redacted] [redacted]

(RO) Correction:

[redacted] REPLACED INTAKE HEATER RELAY [redacted]RT .4 PERFORMED [redacted] UPDATE

(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**	D28L92 - RAM 3500 [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]	[redacted]	**Name**		**Zone**	71 [redacted]
Address	, ,				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	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]7	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM RECAL[redacted]

(RO) Cause:

[redacted] RECALL [redacted]

(RO) Correction:

[redacted] REPLACED [redacted] HEATER RELAY 18-19-05[redacted] PERFORMED TCM UPDATE

(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***	D28L92 - RAM 3500 [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***		***Zone***	71 [redacted]
Address	, ,				

Condition Information

Condition [redacted]	***LOP***	***LOP Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted]
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]			

RO Narratives

(RO) Customer Concern:

PERFORM RECAL[redacted]

(RO) Cause:

[redacted]RECALL [redacted] [redacted]

(RO) Correction:

[redacted] REPLACED [redacted] HEATER RELAY [redacted] PERFORMED [redacted] UPDATE

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	08[redacted]182	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:

PERFORM RECAL[redacted]

(RO) Cause:

[redacted] RECALL [redacted]

(RO) Correction:

[redacted] REPLACED INTAKE HEATER RELAY [redacted] PERFORMED TCM UPDATE

(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**	[redacted]

Claim 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**	71
Address	, ,				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	[redacted]
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]		

RO Narratives

(RO) Customer Concern:

PERFORM RECAL[redacted]

(RO) Cause:

[redacted]RECALL [redacted]

(RO) Correction:

[redacted] REPLACED [redacted] HEATER RELAY [redacted] PERFORMED [redacted] UPDATE

(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)**	5

Expense

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

Dealer Information

Code	[redacted]	**Name**	LITHIA DODGE OF TRI-CITIES INC	**Zone**	70[redacted]
Address	7171 WEST CANAL STREET , KENNEWICK, WA 99336				

Condition Information

Condition Code	LOP	LOP Desc	[redacted]	[redacted]	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Radio Connected Services / Remote Apps; Diagnostic; Trouble Not Found	OD							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIAG UCONNECT BOX MESSAGE

(Claim) Cause:

WHEN GETTING IN VEHICLE NOTICED SERVICE UCONNECT SEE DEALER MESSAGE WAS ON RAD IO. AFTER MANY IGNITION CYCLES MESSAGE STILL COMES UP EVERY TIME IGNITION IS TURNED ON.

(Claim) Correction:

PERFORMED STEPS OF STAR CASE [redacted] UCONNECT BOX REQUIRES SERVICE MESSAGE . FOUND NO DTCS SO FOLLOWING STAR CASE I WENT [redacted] DRIVE FOR ABOUT [redacted] AND IDLES OUTSIDE FOR ANOTHE[redacted] AND

AFTE [redacted] CYCLES STILL GET MESSAGE EVERY TIME. TRIED RESETTING RADIO WITH VOLUME AND TUNE BUTTON AN D CHECKED IF RADIO HAD A UPDATE AND IT DID NOT.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] MEGA 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**	$1,082.80	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Mirror, outside rearview (power) ; Right	[redacted]	BURNED OR BURNED OUT	[redacted]	MIRROR	1	X	1082.80	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PASSENGER SIDE MIRROR BOTTOM GLASS POP OFF WHILE DRI[redacted]G AND H AD TO PUT IT BACK ON AND ALSO THE MIRROR DOES NOT MOVE WITH SWITCH

(Claim) Cause:

DUE TO BINDING CONDITION

(Claim) Correction:

REPLACED PASSENGER SIDE MIRROR

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

Dealer Information

Code	[redacted]	***Name***	COUGHLIN CHRYSLER DODGE JEEP	***Zone***	[redacted]
Address	15777 WATKINS RD , MARYSVILLE, OH 43040				

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)	[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:

[redacted]GRID HEATER RELAY [redacted]AISIN TRANS SHIFT

(Claim) Cause:

[redacted]GRID HEATER RELAY [redacted]AISIN TRANS SHIFT

(Claim) Correction:

REPLACE RELAY, INTAKE AIR HEATE[redacted]-RT MODULE, TRANSMISSION CONTROL (TCM) - INSPEC T AND REPROG[redacted]

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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	42	[redacted]
Address	15777 WATKINS RD , MARYSVILLE, OH 43040					

Condition Information

Condition Code	[redacted]	LOP Desc	Failure Code	Failure Desc	[redacted]					
A	[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:

[redacted] GRID HEATER RELAY [redacted] AISIN TRANS SHIFT

(Claim) Cause:

[redacted] GRID HEATER RELAY [redacted] AISIN TRANS SHIFT

(Claim) Correction:

REPLACE RELAY, INTAKE AIR HEATE[redacted]-RT MODULE, TRANSMISSION CONTROL[redacted]) - INSPEC T AND REPROGRAM

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	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	13355 SW 137TH AVE , MIAMI, FL 33186		

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	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)	[redacted]	RELAY	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESTRUCK IS PUT INTO DRIVE AND TRUCK DOES NOT MOVE] PERFORM THE MULTI-POINT INSPECTION WITH THE OWNERS APPROVAL Customer being provided with alternate transportation. The days covered are based on there warrantyor service contract guidelines. RECALL [redacted] Powertrain Control Module (PCM) Updates

(RO) Cause:

[redacted] DONE RECALL [redacted] DONE

(RO) Correction:

[redacted] UNDER [redacted] THEVEHICLE ARRIVED ON A TRAILER, THETRANSMISSION DOES NOT APPLY FORWARD ANDREVERSE [redacted] G A HARD KNOCK, USING THE WITECHCODE FOUND FOR [redacted]. THE [redacted] WASDISASSEMBLED UNDER THE TRANSMISSION TODISASSEMBLE IT FINDING THE RETAINER. K1CLUTCH SEAL BROKE OFF AND LOST TORQUETRANSFER TO K1 CLUTCH GEARS 1 AND 4, CLUTCHWAS INSPECTED AND SLOT WAS ENLARGED WHERERETAINER ATTACHED, CLUTCH WAS REPLACED WITHBEARING SEAL KIT, TRACKS NEW AND USED PARTSAS SPECIFIED BY THE [redacted] ASSEMBLY WASPROCEEDED WITH FILLING NEW OIL, CARRYING OUTA QUICK LEARNING TEST AND THE VEHICLE RUNNINGAS DESIGNED BY THE MANUFACTURER K1 Clutch / Input ShaftAssembly - Inspect andReplace Sub-A [redacted] Perform The Multi-Point Inspection With The Customers Approval 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 THERE WARRANTY OR SERVICE CONTRACT GUIDELINES [redacted] RECALL [redacted] REPLACE RELAY, INTAKE AIRHEATER CODE: [redacted] EVERYTHING WORKS ASDESIGNED RECALL [redacted] REPLACE GRID HEATER RELAY [redacted] PERFORMED PCM UPDATE WITH ASINTRANSMISSION AND COMPLETED QUICKLEARNPROCEDURE LOP [redacted] [redacted] Technician validated concern

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK IS PUT INTO DRIVE AND TRUCK DOES NOT MOVE]

(Claim) Cause:

[redacted] UNDER TSB:[redacted]

(Claim) Correction:

[redacted] UNDER TSB:[redacted] THE VEHICLE ARRIVED ON A TRAILER, THE TRANS MISSION DOES NOT APPLY FORWARD AND REVERSE GIVING A HARD KNOCK, USING THE WIT ECH CODE FOUND FOR [redacted], THE [redacted] WAS DISASSEMBLED UNDER THE TRANS MISSION TO DISASSEMBLE IT FINDING THE RETAINER. [redacted] SEAL BROKE OFF AND LOST TORQUE TRANSFER TO K1 [redacted] GEARS 1 AND 4, [redacted] WAS INSPECTED AND SLO T WAS ENLARGED WHERE RETAINER ATTACHED, [redacted] WAS REPLACED WITH BEARING SEAL KIT, TRACKS NEW AND USED PARTS AS SPECIFIED BY THE TSB. ASSEMBLY WAS PROCEED ED WITH FILLING NEW OIL, CARRYING OUT A QUICK LEARNING TEST AND THE VEHICLE RUNNING AS DESIGNED BY THE MANUFACTURER

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** [redacted] OF [redacted]
Address	2929 POLE LINE RD , POCATELLO, ID 83201

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GASKET	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GREASE	1		63.37	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			06509166AA	[redacted]	9		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			06509166AA	[redacted]	3		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			00000NPN	THREADLOC	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	1380.14	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			06509166AA	[redacted]	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 ; [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]	WASHER	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]	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			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			00000NPN	THREADLOC	1		[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	4		[redacted]	[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 ; K1 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 ; 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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch	ZZ	SERVICE ACTION	[redacted]	GREASE	1		63.37	$715.81

		/ 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]	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]	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]	BOLT	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]	BOLT	3		[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	00000NPN	THREADLOC	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]	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]	FLUID [redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] VEHICLE NEEDS A TRANSMISSION. PARTSARE ON ORDER AND VOR. SUPPLIER IS PASSED DUE.ETA [redacted]. Multi-point inspection PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. [redacted] INSPECTED, FOUND NO LEAKS. *Fluid Leak Concern ENGINE REPAIR [redacted] VEHICLE WILL NOT MOVE, SLIPS HARD INFORWARD GEARS. FOUN[redacted] IS ACTIVE, THEREIS A TSB FOR THIS CONCERN. REMOVED TRANS ANDDISASSEMBLED. FOUND [redacted] SNAP RING ISDISLODGED. REPLACED [redacted] ASSEMBLY.REASSEMBLED TRANSMISSION. REINSTALLED. FILLEDWITH FRESH FLUID. CLEARED CODES. PERFORMEDQUICKLEARN. TEST DROVE, WORKING AS DESIGNED.4X4 EQUIPPED. [redacted] DRIVESHAFT EQUIPPED.

Transmission, Remove and install for recondition - [redacted] DOC GREEN REPAIR ORDER PROCESSING AND STORAG[redacted] NO CODES ARE ON FOR THE DEF SYSTEM ATTHIS TIME. CUSTOMER STATES DEF SYSTEM IS LOW ON FLUID, PLEASE CHECK CUSTOMER STATES DEF SYSTEM IS LOW ON FLUID, PLEASECHECK DOC GREEN REPAIR ORDER PROCESSING AND STORAGE FEE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL ONLY DRIVE IN REVERSE

(Claim) Cause:

VEHICLE WILL NOT MOVE, SLIPS HARD IN FORWARD GEARS. FOUND [redacted] IS ACTIVE, THE RE IS [redacted] A FOR THIS CONCERN.

(Claim) Correction:

REMOVED TRANS AND DISASSEMBLED. FOUND [redacted] SNAP RING IS DISLODGED. REPLAC ED [redacted] ASSEMBLY. REASSEMBLED TRANSMISSION. REINSTALLED. FILLED WITH FR ESH FLUID. CLEARED CODES. PERFORMED QUICKLEARN. TEST DROVE, WORKING AS DESIG NED. [redacted] EQUIPPED. [redacted] DRIVESHAFT EQUIPPED.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	[redacted] - [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]	[redacted]let	[redacted]	[redacted]00	Total Paid [redacted]

Dealer Information

Code	[redacted]	Name	[redacted]	Zone	[redacted]
Address	13355 SW 137TH AVE , MIAMI, FL 33186				

Condition 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-[redacted] 4x4 pick-up only			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	GREASE	1		63.71	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]	4		54.07	[redacted]
A	[redacted]	[redacted] ; DEF equipped [redacted] 4 pick-up only			68019782AA	[redacted]	1			[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68244579AA	[redacted]	1		34.59	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68244638AA	GASKET	1		42.25	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68085955AA	WASHER	1		9.17	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68253814AA	RACE	1		43.67	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68253815AA	[redacted]	1		45.94	[redacted]
A	[redacted]	[redacted] ; DEF equipped [redacted] 4 pick-up only			68253816AA	RACE	1			[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			05189966AD	FLUID AFT	8		128.55	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68637534AA	[redacted]	1	X	1387.55	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			06511777AA	[redacted]	1		27.22	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68456960AA	[redacted]			[redacted]96.60	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	RACE	1		38.38	[redacted]
A	[redacted]	[redacted] ; DEF equipped [redacted] 4 pick-up only			[redacted]	BEARING	1		41.21	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68254056AB	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	BEARING	1		40.45	[redacted]
A	[redacted]	[redacted] ; DEF equipped [redacted] 4 pick-up only			68269568AB	[redacted]RING	1		11.82	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition			[redacted]	[redacted]				[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]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	[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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	WASHER	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]	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]	FLUID AFT	8		[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]	BOLT	6		27.22	$669.47
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]	[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]; Remove and install for recondition			[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	GREASE	1		63.71	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	[redacted]	4		54.[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	[redacted]	1		7.75	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	O-RING	1		34.59	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	68244638AA	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	68085955AA	WASHER	1		9.17	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	RACE	1		43.67	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 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 - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	RACE	1		32.14	$[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	FLUID AFT	8		128.55	$[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete	[redacted]	STICKS,	[redacted]	CLUTCHKIT	[redacted]			[redacted]

		Reconditioning of Transmission (3 - Highly Skilled)		OR SEIZED						
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	HUB	1		196.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	RACE	1		38.38	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	BEARING	1		41.21	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	HUB	1		387.53	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	BEARING	1		40.45	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	68269568AB	SNAP RING	1		11.82	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]A	BOLT	4		31.38	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	GREASE	1		63.71	$243.44
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68253940AA	[redacted]	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68019782AA	[redacted]	1		7.75	$243.44
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		34.59	$243.44
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GASKET	1		42.25	$243.44

		[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]	
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]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68637534AA	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			68253813AB	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			[redacted]	HUB	1		[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			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
B	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESTRUCK IS PUT INTO DRIVE AND TRUCK DOES NOT MOVE] PERFORM THE MULTI-POINT INSPECTION WITH THE OWNERS APPROVAL Customer being provided with alternate transportation. The days covered are

based on there warrantyor service contract guidelines. RECALL [redacted] Powertrain Control Module (PCM) Updates

(RO) Cause:

[redacted] DONE RECALL [redacted] DONE

(RO) Correction:

[redacted] UNDER [redacted] THEVEHICLE ARRIVED ON A TRAILER, THETRANSMISSION DOES NOT APPLY FORWARD ANDREVERSE GIVING A HARD KNOCK, USING THE WITECHCODE FOUND FOR [redacted]. THE [redacted] WASDISASSEMBLED UNDER THE TRANSMISSION TODISASSEMBLE IT FINDING THE RETAINER. K1CLUTCH SEAL BROKE OFF AND LOST TORQUETRANSFER TO K1 CLUTCH GEARS 1 AND 4, CLUTCHWAS INSPECTED AND SLOT WAS ENLARGED WHERERETAINER ATTACHED, CLUTCH WAS REPLACED WITHBEARING SEAL KIT, TRACKS NEW AND USED PARTSAS SPECIFIED BY THE [redacted] ASSEMBLY WASPROCEEDED WITH FILLING NEW OIL, CARRYING OUTA QUICK LEARNING TEST AND THE VEHICLE RUNNINGAS DESIGNED BY THE MANUFACTURER K1 Clutch / Input ShaftAssembly - Inspect andReplace Sub-A [redacted] Perform The Multi-Point Inspection With The Customers Approval 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 THERE WARRANTY OR SERVICE CONTRACT GUIDELINES [redacted] RECALL [redacted] REPLACE RELAY, INTAKE AIRHEATER CODE: [redacted] EVERYTHING WORKS ASDESIGNED RECALL [redacted] REPLACE GRID HEATER RELAY [redacted] PERFORMED PCM UPDATE WITH ASINTRANSMISSION AND COMPLETED QUICKLEARNPROCEDURE LOP 1[redacted]9-04[redacted] [redacted] Technician validated concern

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK IS PUT INTO DRIVE AND TRUCK DOES NOT MOVE]

(Claim) Cause:

[redacted] UNDER [redacted]

(Claim) Correction:

[redacted] UNDER [redacted] THE VEHICLE ARRIVED ON A TRAILER, THE TRANS MISSION DOES NOT APPLY FORWARD AND REVERSE GIVING A HARD KNOCK, USING THE WIT ECH CODE FOUND FOR [redacted]. THE [redacted] WAS DISASSEMBLED UNDER THE TRANS MISSION TO DISASSEMBLE IT FINDING THE RETAINER. [redacted] CLUTCH SEAL BROKE OFF AND LOST TORQUE TRANSFER TO K1 CLUTCH GEARS 1 AND 4, CLUTCH WAS INSPECTED AND SLO T WAS ENLARGED WHERE RETAINER ATTACHED, CLUTCH WAS REPLACED WITH BEARING SEAL KIT, TRACKS NEW AND USED PARTS AS SPECIFIED BY THE [redacted] ASSEMBLY WAS PROCEED ED WITH FILLING NEW OIL, CARRYING OUT A QUICK LEARNING TEST AND THE VEHICLE RUNNING AS DESIGNED BY THE MANUFACTURER

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] 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	12423 MAYFIELD , CHARDON, OH 44024		

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	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	7823.25	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1208.90	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 Safety Recall [redacted] - Intake Air Grid Heater Relay ** Automatic Transmission Concern 1 Customer States VEHICLE WILL NOT MOVE. CUSTOMER STATES THAT IT SLAMS INTO GEAR AND WONT MOVE IN DRIVE. VEHICLE TOWED IN Multi-point inspection (according to maintenance interval) CUSTOMER REQUEST CHANGE OIL, FILTER AND LUBRICATE CHASSIS, HEAVY TRUCK [redacted] OR DIESEL

(RO) Cause:

RECALL NOT AVAILABLE AT THIS TIME VERIFIED CUSTOMER COMPLAINT. ACTIVE DTCS [redacted] AND [redacted]. TSB FOR SNAP RING APPLIES TO [redacted]. REMOVED TRANSMISSION AND DISASSEMBLED. CHECKED ENDPLAY BEFROE DISASSEMBLY[redacted] . FOUND [redacted] SNAP RING TO HAVE DISLODGED. FOUND K1 CLUTCH PISTION TO BE TORN. REPLACED K1 CLUTCH ASSEMBLY. VERIFIED FINAL END PLAY AT [redacted] REINSTALLED TRANSMISSION. VEHICLE NOW MOVES. 2/3 UP SHIFT FLARES. 3/4 UPSHIFT SLAMS. UPDATED TCM. PERFORMED QUICK LEARN. NO CHANGE. OPENED [redacted] CAS[redacted]. [redacted] advised [redacted] per the engineering liaison, let's order the trans assembly, and I've entered the DM warranty acknowledging this. Please close this ticket as transmission on order, thank you, [redacted]

(RO) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY PER [redacted] IN ACCORDANCE WITH SERVICE INFORMATION. CLEARED DTCS. PERFORMED QUICK LEARN. ROAD TEST. DONE TOPPED OFF FLUID LEVELS AND ADJUSTED TIRE PRESSURE

(RO) Technical Notes:

STILL NOT SHIFTING AFTER CLUTCH RING REPAIR. [redacted] ADVISE TO REPLACE

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN 1 [CUSTOMER STATES VEHICLE WILL NOT MOVE. CUS TOMER STATES THAT IT SLAMS INTO GEAR AND WONT MOVE IN DRIVE. VEHICLE TOWED IN]

(Claim) Cause:

VERIFIED CUSTOMER COMPLAINT. ACTIVE DTCS [redacted] AND [redacted]. TSB FOR SNAP RING AP PLIES TO [redacted]. REMOVED TRANSMISSION AND DISASSEMBLED. CHECKED ENDPLAY BEFRO E DISASSEMBLY[redacted]". FOUND K1 SNAP RING TO HAVE DISLODGED. FOUND K1 CLUTCH PISTION TO BE TORN. REPLACED K1 CLUTCH ASSEMBLY. VERIFIED FINAL END PLAY AT [redacted]" REINSTALLED TRANSMISSION. VEHICLE NOW MOVES. 2/3 UP SHIFT FLARES. 3/ [redacted] SLAMS. UPDATED TCM. PERFORMED QUICK LEARN. NO CHANGE. OPENED [redacted] CASE [redacted]. "[redacted] ADVISED [redacted] PER THE ENGINEERING LIAISON, LET'S O RDER THE TRANS ASSEMBLY, AND I'VE ENTERED THE DM WARRANTY ACKNOWLEDGING THIS . PLEASE CLOSE THIS TICKET AS TRANSMISSION ON ORDER, THANK YOU, [redacted]"

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY PER [redacted] IN ACCORDANCE WITH SERVICE INFORMATION. CLEARED DTCS. PERFORMED QUICK LEARN. ROAD TEST. DONE

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	7[redacted] LOS ANGELES
Address	1605 AUTO CENTER DR , MERCED, CA 95340				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	1263.43	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	6		24.79	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TOC ASSY	1		163.09	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FLUID AFT	6		87.79	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]2.86	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GREASE	1		58.01	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68456960AA	[redacted]				
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253813AB	[redacted]	1		34.94	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253770AA	BEARING	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	HUB	1		352.87	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253772AA	BEARING	1		36.84	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253814AA	[redacted]	1		39.76	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		41.83	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253816AA	[redacted]	1		29.26	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269548AA	[redacted]			[redacted].49	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]6.27	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269550AA	[redacted]			[redacted].44	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FLUID AFT	8		117.05	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	CLUTCHKIT	1	X	[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06511777AA	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	TOC ASSY	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]	BOLT	6		[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]	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]	GREASE	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			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]	[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 ; 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			68269548AA	RACE	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			68269550AA	RACE	1		[redacted]	[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]	
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]	TOC ASSY	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]	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]	BOLT	4		[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]	GREASE	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]	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]	HUB	1		[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			[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			68253816AA	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]	FLUID AFT	8		[redacted]	[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]	CLUTCHKIT	1	X	[redacted]	[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		[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]	TOC ASSY	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	6		[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		42.86	[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		42.86	[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]		4		28.57	[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]	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]	HUB	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]	RACE	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]	BEARING	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]		1		[redacted]	[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]	BEARING	1		36.84	[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]	RACE	1		39.76	[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]	RACE	1		41.83	[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]	RACE	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]	RACE	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]	RACE	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	8		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	GREASE	1		[redacted]	[redacted]

A	[redacted]	Oil cool[redacted]; Cooler			[redacted]	HUB	1		179.02	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	RACE	1		34.94	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BEARING	1		37.52	[redacted]
A	[redacted]	Oil cool[redacted]; Cooler			[redacted]	HUB	1		352.87	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BEARING	1		36.84	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	RACE	1		39.76	[redacted]
A	[redacted]	Oil coole[redacted] auxiliary ; Cooler ([redacted]			[redacted]	RACE	1		41.83	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	RACE	1		29.26	[redacted]
A	[redacted]	Oil coole[redacted]; Cooler ([redacted]			[redacted]	[redacted]				
A	[redacted]	Oil cool[redacted]; Cooler			[redacted]	RACE	1		16.27	[redacted]
A	[redacted]	Oil cool[redacted]; Cooler			[redacted]	RACE	1		16.44	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	8		117.05	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MULTI POINT INSPECTION .2HRS PERFORM RECALL PLEASE DIAGNOSE CHECK ENGINE LIGHT ON. SCAN FOR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CK ENG LIGHT ON

(Claim) Cause:

FLASHED TRANS TO LATEST SOFTWARE PEFORMED QUICK LEARN VEH FAILED DTCS RETURNED . RECOMMEND DROP PAN AND INSPECT TRANS BULETIN [redacted] FOR REFERENCE CONTA CTED STAR TO ASSISTE IN TAR ADVISED TO REMOVED TRANSMISISON AND TEAR DOWN AND INSPECTED THE K1 SNAP RING BEING DAMAGED AND REPAIR AS NEEDED, REMOVED TRANS FROM VEH REMOVED FRONT PUMP, REMOVED HUB ASSY AND FOUND SNAP RING DISLODGED AND DAMAGED TO HUB AND CLUTCHES, FOUND RAPID SERVICE UPDATE FOR THIS CONCERN, ORDERED NEEDED COMPONENTS TO REPAIR

(Claim) Correction:

NSATLLE DNEW PARTS, ASSYMBLED TRANSMISSION BACK TOG ETHER, INSTALLED TRANSMISSION TO VEH , FILLED WITH PROPER FLUID, PERFORMED QUICK LEARN AND ALL CHECK ED OK AT THIS TIME, TEST DROVE DROVE FINE NO CODES SHIFTS FINE RSU--(TSB) [redacted] A

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] LIMITED CREW CAB [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]	***Name***	[redacted]	***Zone*** [redacted]
Address	15777 WATKINS RD , MARYSVILLE, OH 43040		

Condition Information

Condition [redacted]	***Desc*** [redacted]	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]	Owner reimbursement ; Floor Plan Reimbursement								[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
FLOORPLAN REIMBURSMENT

(Claim) Cause:
FLOORPLAN REIMBURSMENT

(Claim) Correction:
FLOORPLAN REIMBURSMENT

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 [redacted]	[redacted]	Failure	Failure	[redacted]	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	9		[redacted]	
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	[redacted]			
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	BOLT	6		[redacted]	
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	GREASE	1		[redacted]	
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	1		[redacted]	
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	SNAP RING	1	X	[redacted]	
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	[redacted]			
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		6.59	[redacted]
[redacted]	Module, Transmission [redacted] : Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		[redacted]	

A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[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]	[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]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	4		[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]	[redacted]	1		[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]	WASHER	1		[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]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEA[redacted]	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]	BEA[redacted]	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]	[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]	[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[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			[redacted]	BOLT	6		[redacted]	[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	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			68637534AA	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP [redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL [redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL [redacted]	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			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			68456960AA	HUB	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			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]	[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]	
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]	[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			68269550AA	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]	FLUID AFT	5		[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]	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]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68637534AA	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269568AB	SNAP [redacted]	1	X	[redacted]	[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]	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 ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			68085955AA	WASHER	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]	RACE	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]	HUB	1		[redacted]	[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]	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]	[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]	[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] 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	5		68.32	$663.64
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		23.15	$663.64
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		26.69	$663.64
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]	CLUTCHKIT	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	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]	SEAL RING	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]	SEAL RING	1		6.59	$663.64
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		29.42	$663.64
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] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	HUB	1		167.19	$663.64

		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]	RACE	1		32.63	[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		35.05	[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]	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		14.47	[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		15.19	[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]

RO Narratives

(RO) Customer Concern:

(Automatic Transmission Concern).....TOW IN....STATED WAS GOING ROUGHLY [redacted] THROUGH CONSTRUCTION ZONE AND FELT A LARGE JOLT OR CLUNK.....THEN VEHICLE QUIT MOVING.....WILL NOW ONLY MOVE IN REVERSE, PLEASE CHECK AND ADVISE Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

VERIFY CUSTOMER CONCERN VEHICLE DOES NOT MOVE AT ALL REMOVED TRANSMISSION AND DISASSEMBLE TRANSMISSION TO FIND POINT OF FAILURE K1 CLUTCH SNAP RING HAD CAME DISLOAGED FROM DRUM CAUSING CLUTCH FAILURE WILL NEED CLUTCH ASSEMBLY REPLACED TO FIX CUSTOMER CONCERN AND OPERATE AS DESIGNED THERE IS TSB FOR CONCERN TSB [redacted] FACTORY RECALL CAMPAIGN

(RO) Correction:

INSTALLED NEW CLUTCH ASSEMBLY ASSEMBLED TRANSMISSION INSTALLED BACK IN TRUCK FILLED WITH NEW FLUID PERFORM [redacted] UPDATE AS ADVISED THEN PERFORM QUICK LEARN TEST DROVE TRUCK DRIVES AS DESIGNED RETURN TO CUSTOMER [redacted] Module,Transmission Control [redacted] Inspect and Reprogram Automatic Transmission [redacted]. Current part number [redacted] to targeted part number [redacted] LOP. [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly Transmission and Transfer Case [redacted]. LOP. [redacted]-62Two Piece Propeller Shaft Equipped Transmission and Transfer Case [redacted] LOP. [redacted]-61Skid Plate Equipped Transmission and Transfer Case [redacted] LOP. [redacted] DEF Equipment [redacted] [redacted] pick-up only Transmission and Transfer Case [redacted]. LOP. [redacted] [redacted] EquippeD - Transmission and Transfer Case [redacted]. TOTAL [redacted]. RECALL PART STILL ON ORDER WITH RAM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(AUTOMATIC TRANSMISSION CONCERN).....TOW IN....STATED WAS GOING ROUGHLY [redacted] THROUGH CONSTRUCTION ZONE AND FELT A LARGE JOLT OR CLUNK.....THEN VEHICLE QU IT MOVING.....WILL NOW ONLY MOVE IN REVERSE, PLEASE CHECK AND ADVISE

(Claim) Cause:

K1 SNAP RING BROKE, DISLODGED FROM DRUM CLUTCH FAILURE

(Claim) Correction:

VERIFY CUSTOMER CONCERN VEHICLE DOES NOT MOVE AT ALL REMOVED TRANSMISSION AN D DISASSEMBLE TRANSMISSION TO FIND POINT OF FAILURE K1 CLUTCH SNAP RING HAD C AME DISLOAGED FROM DRUM CAUSING CLUTCH FAILURE WILL NEED CLUTCH ASSEMBLY REP LACED TO FIX CUSTOMER CONCERN AND OPERATE AS DESIGNED THERE IS TSB FOR CONCER [redacted]. INSTALLED NEW CLUTCH ASSEMBLY ASSEMBLED TRANSMISSION INSTA LLED BACK IN TRUCK FILLED WITH NEW FLUID PERFORM [redacted] UPDATE AS ADVISED THEN P ERFORM QUICK LEARN TEST DROVE TRUCK DRIVES AS DESIGNED RETURN TO CUSTOMER 18 [redacted] MODULE,TRANSMISSION CONTROL [redacted] INSPECT AND REPROGRAM AUTOMATIC TRA NSMISSION [redacted]. CURRENT PART NUMBER [redacted] TO TARGETED PART NUMBER 6 [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$0.00	**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	Failed	Expense	Expense
A	[redacted]	Safety Recal[redacted] - Tailgate Latch Alignm[redacted] Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM ENGINE OIL AND FILTER REPLACEMENT SERVICE PER CUSTOMER REQUEST. [redacted] RECALL PERFORM MULTI-[redacted] INSPECTION. PERFORM TIRE ROTATION SERVICE. INSPECT TIRE WEAR AND RECORD REMAINING TREAD DEPTH. ADJUST TIRE PRESSURES AS NECESSARY.

(RO) Cause:

TAILGATE LATCH STRIKER RECALL [redacted]

(RO) Correction:

COMPLETED OIL CHANGE SERVICE FOLLOWED RECALL PROCEDURE AND FOUND NO ISSUES WITH STRIKERS, VEHICLE IS OKAY AT THIS TIME. [redacted] COMPLETED COMPLETED TIRE ROTATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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**	WILLIAMS CHRYSLER DODGE JEEP	**Zone**	63[redacted]
Address	1100 E MAIN ST , STIGLER, OK 74462				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	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	43.96	[redacted]
[redacted]7	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	43.96	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted]RECALL REPLACED INTAKE AIR HEATER RELAY. VEHICLE IS ELIGIBLE FOR FLOOR PLAN REIMBURSEMENT FOR REC ALL [redacted] REMEDY WAS AVAILABLE [redacted] AND REA LL STARTED O[redacted]. D2 VEHICLES ARE [redacted] FOR MAX [redacted] TOTAL [redacted] ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28H81 - RAM 3500 BIG HORN MEGA 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	$41.06	***Sublet***	[redacted]	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay Replace Intake Air Gri[redacted] Heater Relay		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:

PERFORM RECALL: [redacted] Ram Heavy Duty Grid Heater Relay

(RO) Cause:

COMPONENT UPDATE

(RO) Correction:

[redacted] Replaced Relay Intake Air Heater.08-13[redacted] REPLACE INTAKE AIR HEATERRELAY FLOOR PLAN REIMBURSEMENT

(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***	D28P91 - RAM 3500 [redacted] 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]
Address	, ,		

Condition Information

Condition Code	[redacted]	***Desc***	[redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A [redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	52.71	$26.25 [redacted]

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION CHECK FOR OPEN RECALLS

(RO) Cause:

NA

(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	[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**		**Zone**	71
Address	, ,				

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	[redacted] Name	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]	
A	[redacted]	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 4) CUSTOMER REQUESTS CHRYSLER MULTI-POINT INSPECTION CUSTOMER REQUESTS CHECK TIRE PRESSURE AND SET TO RECOMMENDED PRESSURE.

(RO) Cause:

NA

(RO) Correction:

Replaced Relay, Intake Air Heater COMPLETED MULTI-POINT INSPECTION, SEE ATTACHED MULTI-POINT INSPECTION FOR FINDINGS COMPLETED TIRE PRESSURE CHECK AND SET TO RECOMMENDED PRESSURE LF RF LR RR

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

Condition Information

Condition	[redacted]	Desc	[redacted]	[redacted] Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	SEAL RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	FLUID AFT	[redacted]			
A	21002861	Transmission, Remove and install for repair - [redacted] C ; 4x4 equipped			[redacted]	SEAL RING	1	X	[redacted]	
A	21002861	Transmission, Remove and install for repair - [redacted] C ; 4x4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	21002861	Transmission, Remove and install for repair - [redacted] C ; 4x4 equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted] 2	Transmission, Remove and install for repair - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1	X	6.81	[redacted]
A	[redacted] 2	Transmission, Remove and install for repair - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		126.99	[redacted]
A	[redacted] 2	Transmission, Remove and install for repair - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Seal, front pump housing ; (3 - Highly Skilled)	71	OIL LEAK	[redacted]	SEAL RING	1	X	[redacted]	
A	[redacted]	Seal, front pump housing ; (3 - Highly Skilled)	[redacted]	OIL	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Seal, front pump housing ; (3 - Highly Skilled)	[redacted]	OIL		FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES MANUAL SHIFT OPTIONIS INTERMITTANTLY NOT WORKING. THE CUSTOMER STATES THAT THE CHECK ENGINE LIGHT ON CHECK AND ADVISE CUSTOMER STATES EXHAUST BRAKE WILL NOT WORK WHEN HOOKED TO

TRAILER...WHEN UNHOOKED WORKS OK PERFORM COURTESY VEHICLE [redacted]ECTIONINCLUDES: VISUAL [redacted]ECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____ RF____ LR____ RR____)

(RO) Cause:

NA

(RO) Correction:

[redacted] HAVE [redacted] AND THEY SAID PULL [redacted] AND[redacted]ECT FOUND INPUT SHAFT SEAL NOT ON INPUTSHAFT INSTALLED SEAL TEST DROVE ALL OKAY Transmission, Remove and install for repair - AS68RC/AS69RC 3500/4500/5500 Series (3 - Highly Skilled) [redacted] PROPELLER Oil seal, front pump housing-Replace [redacted]MISSION-Replace (A) [redacted] PROPELLER Oil seal, front pump housing-Replace THE CUSTOMER STATES THAT THE CHECK ENGINE LIGHT ONCHECK AND ADVISE MEMO LINE PERFORM COURTESY VEHICLE [redacted]ECTION INCLUDES: VISUAL [redacted]ECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____RF____ LR____ RR____) PERFORM COURTESY VEHICLE [redacted]ECTION INCLUDES: VISUAL [redacted]ECTION OF VEHICLE,TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____ RF____ LR____ RR____)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES MANUAL SHIFT OPTION IS INTERMITTENTLY NOT WORKING.

(Claim) Cause:

HAVE [redacted] AND THEY SAID PULL [redacted] AND [redacted] ECT FOUND INPUT SHAFT SEAL NOT ON INPUT SHAFT

(Claim) Correction:

INSTALLED SEAL TEST DROVE ALL OKAY

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**	[redacted]
Address	, ,		

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]		INTERNAL DEFECT						[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MULTI POINT INSPECTION CUSTOMER STATES

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSOTMER STATED THAT THE VEHICLE CEL IS ON

(Claim) Cause:

FOUND THE LINEAR [redacted] PIN SPREAD AT THE VALVE BODY CONNECTOR CAUSING INTERMIT NO CONNECTION CORRECTION: PERFORMED V OLTAGE CHECKS AT THE VALVE BODY CONNECTOR AND F OUND THE VOLTAGE WITHIN SPEC. REMOVED THE CONNECTOR FROM THE VALVE BODY AND PERFORMED CONTINUTY TEST ON THE [redacted]

(Claim) Correction:

CIRCUITS INVOLVED. ALL PASSED. INSTALLED THE CONNEC TOR AND PERFORMED A WIGGLE TEST TO FIND THE [redacted] CIRCU IT INTERMIT DROPPING OUT. REMOVED THE CONNECTOR TO F IND THE PIN SPREAD FOR THE [redacted] CURCUIT.

TIGHTENED THE PIN AND CLEARED THE DTC'S. TEST DROVE THE V EHICLE AND IT IS OPERATING AS DESIGNED AT THI S TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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] Failure [redacted] Desc			[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	GASKET	1		38.69	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	WASHER	1		[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]	RACE	1		[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]	COOLER	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		268.34	$61.33
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	GASKET	1		38.69	$30.66
A	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		8.40	$30.66

A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	WASHER	1		8.40	$91.99
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	RACE	1		29.43	$91.99
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	7487.44	$91.99
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	RACE	1		29.43	$275.98
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]	

RO Narratives

(RO) Customer Concern:

DRIVEABILITY CONCERN [CUST STS THE VEH HAS A CHECK ENGINE LIGHT ILLUMINATED AND REPORTED VEH LOST POWER AND FORWARD MOVEMENT PLEASE CHECK AND ADVISE] Multi-point inspection (according to maintenance interval) RECALL [Safety Recall [redacted]- Intake Air Grid Heater Relay **]

(RO) Cause:

. .

(RO) Correction:

[redacted] TRANSMISSION INTERNAL [redacted] FOUND [redacted] GEAR 1 SHIFT INCORRECT RATIO AND [redacted] SHIFT INCORRECT RATIO. DRAINED FLUIDAND FOUND METAL DEBRIS IN FLUID. REMOVEDFRONT AND REAR DRIVESHAFTS. REMOVED T-CASEASSEMBLY. REMOVED TRANSMISSION ASSEMBLY.DISASSEMBLED AND FOUND WEAR TO FRONT PUMP, K1CLUTCH HUB AND DRUM. METAL DEBRIS IN VALVEBODY. REPLACED TRANSMISSION ASSEMBLY WITH [redacted]

BOLTS. INSTALLED T-CASE, FRONT ANDREAR DRIVESHAFTS. CLEANED COOLER LINES.REPLACED TRANSMISSION COOLER. CHECKED OILLEVEL. RAN VEHICLE AND PERFORMED QUICK LEARN.TEST DROVE VEHICLE AND FOUND NO LEAKS ANDVEHICLE SHIFTING NORMALLY DRIVEABILITY CONCERN [CUST STS THE VEH HAS A CHECK ENGINE LIGHT ILLUMINATED AND REPORTED VEH LOST POWER AND FORWARD MOVEMENT PLEASE CHECK AND ADVISE] Driveability Multi-point inspection (according to maintenanceinterval) [redacted] ON ORDER RECALL [Safety Recall [redacted] - Intake Air Grid Heater Relay **]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEH IN FOR CEL COMING ON, AND LOSING POWER ON ACCELERATION

(Claim) Cause:

HAD [redacted]1--GEAR 1 SHIFT INCORRECT RATIO AND [redacted]--GEAR [redacted] INCORRECT RATIO. REMOVED PAN AND FOUND METAL DEBRIS IN PAN. DISASSEMBLED AND FOUDN WE AR ON FRONT PUMP, K1 CLUTCH AND DRUM, AND METAL DEBRIS IN VALVE BODY.

(Claim) Correction:

REPLACED TRANS AND COOLER DUE TO CONTAMINATION, CLEANED COOLER LINES, CLEARED CODES AND PERFORMED QUICKLEARN.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500	[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]	**Zone**	[redacted]
Address	2354 FLORENCE BLVD , FLORENCE, AL 35630				

Condition Information

Condition Code	LOP	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	HUB	1		[redacted]	
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	21000169	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]

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]	[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	4		[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]	GASKET	1		[redacted]	[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]	FLUID AFT	7		[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			[redacted]	BOLT	6		[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]	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	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]	GASKET	1		[redacted]	[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]	FLUID AFT	7		[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		25.18	[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]	HUB	1		181.88	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		35.50	[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		358.50	[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]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		58.93	[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	7		104.05	[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	7		104.05	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern [Customer States THEY WERE AT A RED LIGHT. WHEN THEYTRIED TO HIT GAS AND GO, VEHICLE WOULD NOT GO. HAD TO PUT VEHICLE INREVERSE AND IT MADE A LOT OF POPPING [redacted]. VEHICLE FINALLY WENT INTO DRIVE TO GET TO OYR DEALERSHIP. CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

. .

(RO) Correction:

[redacted] ORDERED. Recall / Customer Satisfaction Notification1 PERFORM SAFETY RECALL TO [redacted] RECOMMENDED STANDARD [redacted] VEHICLE WILL NOT ENGAGE [redacted] HASACTIVE [redacted] CODE. FOUND TSB FOR THIS CODEAND POSSIBLE SNAP RING DISLODGEMENT. REMOVEDTRANS AND DISASSEMBLED. FOUND SNAP RING OUTAND ALL CLUTCHES LOOSELY LAYING IN SUBASSEMBLY. ORDERED PARTS AND REPLACED SUBASSEMBLY AND ALL RELATED PARTS. RE-INSTALLEDTRANS. FLASHED TCM/PCM WITH LATEST SOFTWARETSB [redacted]. PERFORMED QUICKLEARN. NOCODES. SHIFTS FINE. RETURNED TO CUSTOMER. Transmission, Remove and install for recondition - [redacted] [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] EQUIPPED [redacted] EQUIPPED [redacted] EQUIPPED Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine ([redacted] Low Skille [redacted] EQUIPPED [redacted] EQUIPPED [redacted] EQUIPPED [redacted] DONE AND RESULTS COMMUNICATED. Multi-point inspection (according to maintenanceinterval) COMPLIMENTARY MULTI-POINTVEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THEY WERE AT A RED LIGHT WHEN THEY TRIED TO HIT GAS AND GO, VE HICLE WOULD NOT GO. HAD TO PUT VEHICLE IN REVERSE AND IT MADE A LOT OF POPP ING NOISES. VEHICLE FINALLY WENT INTO DRIVE TO GET TO DEALERSHIP

(Claim) Cause:

VEHICLE WILL NOT ENGAGE INTO [redacted] AND HAS ACTIVE [redacted] [redacted]. REMOVED TR ANSMISSION AND DISASSEMBLED, FOUND SNAP RING OUT AND ALL CLUTCHES LOOSELY LAYI NG IN SUB ASSEMBLY. CHECKED SERVICE LIBRARY AND FOUN[redacted] FOR THI S CONCERN.

(Claim) Correction:

REPLACED CLUTCH KIT, THRUST BEARING, HUBS, BOLTS AND GASKETS. FILLED WITH T RANSMISSION FLUID AND HAD TO PERFORM A QUICKLEAR ON VEHICLE, TEST DROVE. VEHI CLE NOW SHIFTING OUT IN ALL GEARS AS NORMAL.

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]	***Zone***	66 [redacted]
Address	2354 FLORENCE BLVD , FLORENCE, AL 35630				

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[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]
A	85LOAN00	Loaner Car ; Loaner Car								[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER IS IN A LOANER VEHICLE DOC STORAGE FEE

(RO) Cause:

LOANER VEHICLE

(RO) Correction:

[redacted] VEHICLE WOULD NOT GO INTO REVERSE -PERFORME[redacted] REVISION A FOR CLUTCHKIT Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) RENTAL VEHICLE BALANCE OF RENTAL SUBLET REPAIRS MISC. SHOP CHARGES DOC2 DOC STORAGE FEE

(RO) Technical Notes:

PARTS NOT ELIGIBLE FOR VOR UPGRADE

GCS Narratives

(Claim) Customer Concern:

VEHICLE WOULD NOT GO INTO REVERSE

(Claim) Cause:

FOUN[redacted] FOR CLUTCH KIT REPLACEMENT

(Claim) Correction:

PROVIDED CUSTOMER WITH RENTAL VEHICLE UNTIL ALL BACKORDER PARTS CAME IN

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	GLENDALE DODGE LLC	[redacted]	LOS ANGELES
Address	1101 S BRAND BLVD , GLENDALE, CA 91204				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	[redacted]	Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	COOLER	1		276.69	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	LINESASSY	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		276.69	$47.84
[redacted]	[redacted]2	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	LINESASSY	1		153.61	$47.84
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	$47.84
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or Both (1 - Semi-Skilled)			[redacted]	BOLT	6		25.71	[redacted]
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or Both (1 - Semi-Skilled)			[redacted]	COOLER	1		276.69	[redacted]
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or Both (1 - Semi-Skilled)			[redacted]	LINESASSY	1		153.61	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or Both (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	LINESASSY	1		[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[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]	BOLT	6		[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]	COOLER	1		[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]	LINESASSY	1		[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]
B	[redacted]	Battery ; [redacted]	B4	BATTERY FAILED TEST	[redacted]	BATTERY	2	X	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DURING REPAIR FOUND SLOW CRANK WHEN STARTING GENERAL CONCERN VEHICLE TOWED IN: CUST REPORTS CHECK ENGINE LIGHT IS ON

(Claim) Cause:

NEED TO JUMP START VEHICLE. CHECKED DTC, FOUND SYSTEM VOLTAGE LOW [redacted]S. CONNE VERIFIED CHECK ENGINE LIGHT ON. FOUND [redacted] INCORRECT GEAR RATIO ERROR IN [redacted]. VERIFIED TCM AND PCM SOFTWARE UP TO DATE. CHECKED FLUID LEVEL AND COND CTED MAXIMUS BATTERY TESTER TO [redacted] MAIN BATTERIES, RESULT, [redacted] BATTERY CELLS NEED TO BE REPLACED ITION, FOUND FLUID BURNT. FOUND LEVEL WITHIN SPECIFICATION. REMOVED TRANSMIS SION PAN FOR INSPECTION, FOUND EXCESSIVE METAL DEBRIS DUE TO INTERNAL TRANSM ISSION FAILURE. REMOVED TRANSMISSION OIL COOLER FOR INSPECTION, FOUND METAL CONTAMINATION IN FLUID. TRANSMISSION ASSEMBLY AND COOLER WILL NEED TO BE REP LACED BECAUSE METAL FROM THE TRANS IN COOLER AND LINES,IN ACCORDANCE WITH SE RVICE INFORMATION.

(Claim) Correction:

REMOVED AND REPLACED [redacted] MAIN BATTERIES. CLEARED [redacted]S. ROAD TESTED VEHICLE, VERIFIED REPAIR. RECOVERED [redacted] REFRIGERANT. REMOVED VISCOUS FAN CLUTCH AND RADIATOR. REMOVED CONDENSOR. REMOVED AND REPLACED TRANSMISSION OIL COOLER. INSTALLED CONDENSOR, RADIATOR AND FAN CLUTCH. CHARGED AC SYSTEM. REMOVED AND REPLACED TRANSMISSI ON FROM VEHICLE. FILLED TRANSMISSION SYSTEM WITH FLUID. CLEARED [redacted]S. ROAD TESTED VEHICLE. VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[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] 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]	*LOP Expense*
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	RF			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] AISIN TRANSMISSIONROUGH SHIFT Inspect and ReprogramTransmission Control Module [redacted] RT [redacted] 13A: [redacted] Ram Heavy Duty Grid HeaterRelay Replace Intake Air Heater Relay08-13[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] CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	[redacted]	[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***	[redacted]	[redacted]
Address	12423 MAYFIELD , CHARDON, OH 44024		

Condition Information

Condition	[redacted]	***Desc***	***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]	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern 1 Customer States WHEN SHIFTING FROM PARK TO DRIVE CUSTOMER FEELS THE TRUCK JERK AND SAYS IT CLUNKS IN THE REAR END SOMETIMES TOO. Recall / Customer Satisfaction Notification 1 Safety Recall [redacted] Intake Air Grid Heater Relay **

(RO) Cause:

VERIFIED CUSTOMER COMPLAINT. ROAD TEST UNTIL TRANSMISSION REACHED OPERATING TEMP. PERFORMED QUICK LEARN. VERIFIED NO FUTHER SLAMMING INTO GEAR. COMPLETED RECALL

(RO) Correction:

DONE*[redacted], TransmissionControl (TCM) - InspectSoftware Level(0 - Introduction)2 - Automatic Transmis-sion0.2 [redacted]** DONE

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

Dealer Information

Code	[redacted]	**Name**	WILLIAMS CHRYSLER DODGE JEEP	**Zone**	63 [redacted]
Address	1100 E MAIN ST , STIGLER, OK 74462				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted]				
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] RRT INSPECT AND REPORG[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

INSPECT AND REPROG[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] MEGA CA[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	2578 HWY 6 & 50 , GRAND JUNCTION, CO 81505		

Condition Information

Condition [redacted]	Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	CLUTCHKIT	1	X	1329.57	$81.38
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]				
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]				
[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]	[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] C ; [redacted] equipped		[redacted]	[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped		[redacted]	CLUTCHKIT	1	X	1329.57	$27.13
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped		[redacted]	[redacted]	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped		[redacted]	FLUID AFT	[redacted]			
[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]		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]	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	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	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]	
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]	

RO Narratives

(RO) Customer Concern:

TRANSMISSION, DIESEL ENGINE, OR AXLE CONCERN MULTI POINT INSPECT - SEE ADVISOR FOR PRINT OUT NO CAR WASH CUSTOMER PREFERS TO BE CONTACTED BY PHONE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES AFTER DRIVING HEARD A [redacted] LO UND CLUNKS UNDER DRIVER SEAT AND VEHICLE WON'T SHIF T. [redacted] UNAVAILABLE LIGHT IS ON AND CEL IS ON.

(Claim) Cause:

CONFIRMED VEHICLE WILL NOT MOVE IN FORWARD [redacted] T WILL GO INTO REVERSE. FOUND THE VEHICLE HAS A K1 C LUTCH SNAP RING FAILURE AS PER [redacted]. REMOVE D TRANS AND FOUND THE [redacted] CLUTCH SEAL IS DAMAGED AND WILL NEED A NEW K1 ASSEMBLY.

(Claim) Correction:

REPLACED K1 ASSEMBLY AND REINSTALLED TRANS. TO PPED OFF FLUID AND TEST DROVE. FOUND VEHICLE SHIF TS NORMALLY AT THIS TIME. [redacted] DRIVE SHAFT, SKID PLATE, [redacted] AND DEF EQUIPPED.

Warranty Claim Report

Vehicle Information

[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]	**Name**	[redacted]	**Zone** [redacted]
[redacted]	1700 E LINCOLN HWY , LANGHORNE, PA 19047		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]		Steering gear, Hydraulic ; Recirculating ball type	07	BINDS, STICKS, OR SEIZED	[redacted]	GEAR	1	X	[redacted]	[redacted]
[redacted]		Steering gear, Hydraulic ; Recirculating ball type	07	BINDS, STICKS, OR SEIZED	[redacted]	FLUID	[redacted]			[redacted]
[redacted]		Pump, power steering ; [redacted] Cummins Engine		INTERMITTENT OPERATION	68395980AA	PUMP	1	X	574.11	$261.81
[redacted]		Pump, power steering ; [redacted] Cummins Engine		INTERMITTENT OPERATION	[redacted]	FLUID	2		[redacted]	
C	[redacted]	Mirror, outside rearview (power) ; Left	[redacted]	INTERNAL DEFECT	[redacted]	MIRROR	1	X	415.67	$87.27

RO Narratives

(RO) Customer Concern:

General Concern 1 [CUSTOMER STATES ISSUE WITH POWER STEERNIG. WILL LOCK UP ON HIM WHEN DR[redacted]G.] General Concern 2 [CUSTOMER STATES ISSUE WITH TOW MIRRORS. DRIVER SIDENOT RECOGNIZING MIRROR IS IN USE] PERFORM MULTI-POINT INSPECTION

(RO) Cause:

MULTI-POINT INSPECTION PERFORMED

(RO) Correction:

[redacted] CHECK AND VERIFY CUSTOMER CONCERN,REMOVE AND REPLACE POWER STEERING GEAR ANDPUMP ASSEMBLY'S. CHECK AND VERIFY VEHICLEOPERATING AS DESIGNED. General Concern 1 [CUSTOMER STATES ISSUE WITH POWER STEERNIG. WILLLOCK UP ON HIM WHEN DR[redacted]G.] GENERAL CONCERN [redacted] CHECK AND VERIFY CUSTOMER CONCERN,FOUND MIRROR FAILURE, REMOVE AND REPLACEMIRROR Assembly General Concern 2 [CUSTOMER STATES ISSUE WITH TOW MIRRORS. DRIVER SIDE NOT RECOGNIZING MIRROR IS IN USE] MISC. REPAIR PERFORM MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN 1 [CUSTOMER STATES ISSUE WITH POWER STEERNIG. WILL LOCK UP ON GENERAL CONCERN 2 [CUSTOMER STATES ISSUE WITH TOW MIRRORS. DRIVER SIDE NOT RE HIM WHEN DRIVING COGNIZING MIRROR IS IN USE]

(Claim) Cause:

INTERMITTENTLY INOP INTERNAL DEFECT WHEEL LOCKING UP

(Claim) Correction:

CHECK AND VERIFY CUSTOMER CONCERN, FOUND MIRROR FAILURE, REMOVE AND REPLACE M CHECK AND VERIFY CUSTOMER CONCERN, REMOVE AND REPLACE POWER STEERING GEAR AND PUMP ASSEMBLY'S. CHECK AND VERIFY VEHICLE OPERATING AS DESIGNED. IRROR ASSEMBLY

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	[redacted] 66	[redacted]
[redacted]	106 S JAMES CAMPBELL BLVD , [redacted] , TN 38401				

Condition Information

Condition [redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	1		368.08	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		91.57	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	HUB	1		368.08	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	9		137.36	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	6		91.57	[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]	HUB	1		368.08	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		137.36	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	6		91.57	[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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	$29.68
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]	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]	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	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[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:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND THE TRANSMI SSION WILL NOT MOVE FORWARD TOWED IN (Automatic Transmission - No gears)

(RO) Cause:

[redacted] AND [redacted] PRESENT IN TCM. TRANS HAS NO FORWARD GEARS. REVERSE OK. REMOVED TRANS AND FOUND K1 SNAP RING DISLODGED.

(RO) Correction:

INSTALLED NEW K1 ASSY WITH UPDATED SNAP RING. REASSEMBLED TRANS AND REINSTALLED. TOPPED OFF FLUID. PERFORMED AVAILABLE TCM UPDATE, CLEARED CODES, AND PERFORMED QUICKLEARN. TEST DROVE TRUCK [redacted] AND NORMAL O RESCANNED AND NO CODES PRESENT. COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND THE TRANSMISSION WILL NOT MOV SEE CONDITION 1 E FORWARD. TOWED IN.

(Claim) Cause:

SEE CONDITION 1 [redacted] AND [redacted] PRESENT IN [redacted]. TRANS HAS NO FORWARD GEARS. REVERSE OK. REMOVE D TRANS AND FOUND K1 SNAP RING DISLODGED.

(Claim) Correction:

SEE CONDITION 1 INSTALLED NEW K1 ASSY WITH UPDATED SNAP RING. REASSEMBLED TRANS AND REINSTALLE D. TOPPED OFF FLUID. PERFORMED AVAILABLE [redacted] UPDATE, CLEARED CODES, AND PERF ORMED QUICKLEARN. TEST DROVE TRUCK [redacted] AND NORMAL O RESCANNED AND NO CO DES PRESENT. COMPLETE

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Failure [redacted]	Part Number	Part Name	Part Quantity	Part 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]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] /SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] /SERVICE SO	[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	1	X	7851.30	[redacted]
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]				
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	7851.30	$61.14
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			.23	[redacted]
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	7851.30	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ;			[redacted]	[redacted]				

		4x4/AWD equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	851STATE	State Labor Allowance			[redacted]	BOLT	6		26.73	[redacted]
A	851STATE	State Labor Allowance			[redacted]	SEALER	1		[redacted]	
A	851STATE	[redacted]			[redacted]B	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM Multi-Point Vehicle Inspection (Tech Inspection) Check Engine Warning Light Diagnosis customer states towed in wont exceed [redacted]. Check and advise Check Engine Warning Light Diagnosis customer states towed in wont exceed [redacted]. Check and advise Check Engine Warning Light Diagnosis customer states towed in wont exceed [redacted]. Check and advise Check Engine Warning Light Diagnosis customer states towed in wont exceed [redacted]. Check and advise Check Engine Warning Light Diagnosis customer states towed in wont exceed [redacted]. Check and advise Check Engine Warning Light Diagnosis customer states towed in wont exceed [redacted]. Check and advise Check Engine Warning Light Diagnosis customer states towed in wont exceed [redacted]. Check and advise Check Engine Warning Light Diagnosis customer states towed in wont exceed [redacted]. Check and advise c/s battery light comes on after turning the vehicle on. interior lights will flicker and vehicle will read different voltages. check and advise Cut and program [redacted] CUSTOMER STATES RADIO DOES NOT TURN ON. CHECK AND ADVISE

(RO) Cause:

DIAGNOSED FOUND TRANMISSION CONCERN NEEDS TRANS ASSY CODES FOR 1 &[redacted]. REMOVE TRANS TO INSPECT FOR DAMAGE IN TRANAS. DISASSEMBLE ALL CLUTCHES AND PISTONS. FOUND SNAP RING BROKEN AND CLUTCHES GLAZED. REPLACE TRANS ASSY FOR INTERNAL FAILURE. NEEDS TRANS ASSY CODES FOR 1 &[redacted]. REMOVE TRANS TO INSPECT FOR DAMAGE IN TRANAS. DISASSEMBLE ALL CLUTCHES AND PISTONS. FOUND SNAP RING BROKEN AND CLUTCHES GLAZED. REPLACE TRANS ASSY FOR INTERNAL FAILURE. NEEDS TRANS ASSY CODES FOR 1 &[redacted]. REMOVE TRANS TO INSPECT FOR DAMAGE IN TRANAS. DISASSEMBLE ALL CLUTCHES AND PISTONS. FOUND SNAP RING BROKEN AND CLUTCHES GLAZED. REPLACE TRANS ASSY FOR INTERNAL FAILURE. NEEDS TRANS ASSY CODES FOR 1 &[redacted]. REMOVE TRANS TO INSPECT FOR DAMAGE IN TRANAS. DISASSEMBLE ALL CLUTCHES AND PISTONS. FOUND SNAP RING BROKEN AND CLUTCHES GLAZED. REPLACE TRANS ASSY FOR INTERNAL FAILURE. NEEDS TRANS ASSY CODES FOR 1 &[redacted]. REMOVE TRANS TO INSPECT FOR DAMAGE IN TRANAS. D

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE WARNING LIGHT DIAGNOSIS CUSTOMER STATES TOWED IN WONT EXCEED [redacted]H. CHECK AND ADVISE

(Claim) Cause:

NEEDS TRANS ASSY CODES FOR 1 &[redacted]. REMOVE TRANS TO INSPECT FOR DAMAGE IN TR ANAS. DISASSEMBLE ALL CLUTCHES AND PISTONS. FOUND SNAP RING BROKEN AND CLUTC HES GLAZED. REPLACE TRANS ASSY FOR INTERNAL FAILURE.

(Claim) Correction:

NEEDS TRANS ASSY CODES FOR 1 &[redacted]. REMOVE TRANS TO INSPECT FOR DAMAGE IN TR ANAS. DISASSEMBLE ALL CLUTCHES AND PISTONS. FOUND SNAP RING BROKEN AND CLUTC HES GLAZED. REPLACE TRANS ASSY FOR INTERNAL FAILURE.

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]

Condition Information

Condition			***Failure***	***Failure Desc***	[redacted] ***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	57.90	[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

(Claim) Cause:

NA

(Claim) Correction:

Replace Relay, Intake Air Heater08[redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$167.51	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]		1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	4		30.61	$116.84
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]					$116.84
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]		1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	BOLT	4		30.61	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	8		125.38	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two [redacted] equipped			[redacted]		1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two [redacted] equipped			[redacted]					[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]		1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	BOLT	[redacted]			[redacted]

		[redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted]	[redacted]	FLUID [redacted]	[redacted]	[redacted]	[redacted]	[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:

[redacted] AISIN TRANSMISSION [redacted] INOP [redacted] AISIN TRANSMISSION ROUGH SHIFT Safety Recall [redacted] - Intake Air Grid Heater Relay CUSTOMER REQUESTS [redacted] INSPECTION AND MULTI-POINT INSPECTION PERFORM HUNTER ALIGNMENT CHECK

(RO) Cause:

PERFORM [redacted] BY REMOVING TRANSMISSION TO INSPECT K1 SNAP RING FOR DISLODGING. SO PERFORMED TRANSMISSION REMOVAL INCLUDING [redacted] SHAFT ALONG WITH SKID PLATE AND TRUCK IS EQUIPPED WITH DEF FLUID SO HAD TO REMOVE DEF TANK TO REMOVE TRANSFER CASE. THEN REMOVE ADAPTER HOUSING AND PUMP THEN REMOVE FIRST DRUM THEN THE INPUT ASSEMBLY WITH [redacted] CLUTCH IN [redacted] WHEN INSPECTING FOUND THE SNAP RING DISLODGED ON [redacted] OF [redacted]. REMOVED AND REPLACED DISLODGED SNAPRING THEN REINSTALL IN TRANSMISSION THEN REASSEMBLE THEN REINSTALL TRANSMISSION INTO THE TRUCK THEN FILL WITH FLUID AND PERFORM QUICKLEARN THEN REINSTALL [redacted] SHAFT DEF TANK ALONG WITH TRANSFER CASE AND SKID PLATE. THEN PERFORM FLUID CHECK TO VERIFY ITS UP TO THE CORRECT LEVEL. SAFETY ITEMS AND FLUID LEVELS CHECKED. RESULTS FOUND IN [redacted] INSPECTION AND MULTI-POINT INSPECTION MAINTENANCE

(RO) Correction:

REPLACE DISLODGED K1 SNAP RING TOP OFF FLUID AND CHECK TOOK [redacted] TO GET TO CORRECT LEVEL AT OPERATING TEMPERATURE THEN PERFORM TEST DRIVE TO VERIFY FIX. [redacted]-RTModule, TransmissionControl (TCM) - Inspectand Reprogram(0 - Introduction)2 - Automatic Transmis-sion0.4 [redacted] Replace Relay, Intake Air Heater08-13 [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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] AISIN TRANSMISSION [redacted] INOP [redacted] AISIN TRANSMISSION ROUGH SHIFT [redacted] AISIN TRANSMISSION [redacted] INOP [redacted] AISIN TRANSMISSION [redacted] INOP [redacted] AISIN TRANSMISSION [redacted] INOP

(Claim) Cause:

PERFORMED RRT PERFORM [redacted] BY REMOVING TRANSMISSION TO INSPECT K1 SNAP RING FOR DISLODGING. S PERFORM [redacted] BY REMOVING TRANSMISSION TO INSPECT K1 SNAP RING FOR DISLODGING. S PERFORM [redacted] BY REMOVING TRANSMISSION TO INSPECT K1 SNAP RING FOR DISLODGING. S PERFORM [redacted] BY REMOVING TRANSMISSION TO INSPECT K1 SNAP RING FOR DISLODGING. S

(Claim) Correction:

[redacted]-RTModule, TransmissionControl (TCM) - Inspectand Reprogram(0 - Introd REPLACE DISLODGED [redacted] SNAP RING TOP OFF FLUID AND CHECK TOOK [redacted] TO GET TO REPLACE DISLODGED [redacted] SNAP RING TOP OFF FLUID AND CHECK TOOK 8

QUARTS TO GET TO REPLACE DISLODGED K1 SNAP RING TOP OFF FLUID AND CHECK TOOK [redacted] TO GET TO REPLACE DISLODGED K1 SNAP RING TOP OFF FLUID AND CHECK TOOK [redacted]S TO GET TO

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] LIMITED CREW CAB 4X4
Build Date	1[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]
[redacted]	1890 DOGWOOD DR SE , CONYERS, GA 30013				

Condition Information

Condition	[redacted]	Desc	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]	[redacted]T	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted]T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/[redacted] ; Complete [redacted]tioning of Transmission (3 - Highly Skilled)			[redacted]	[redacted]T	1	X	[redacted]	
A	21000A60	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]T	1	X	[redacted]	$193.99
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	[redacted]T	1	X	[redacted]	$32.33
A	[redacted]	Package, clutch assembly ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

PER [redacted] CAS[redacted] - ASSEMBLY FAILURE E SLAMS IN TO REVERSE-CONTACTE[redacted](ATTACHED) WAS INSTRUCTED TO REPLACE K1 ASSEMBLY AGAIN - AFTER REPLACEMENT AND TEST DROVE AGAIN AND VERIFIEDREPAIR

GCS Narratives

(Claim) Customer Concern:

[redacted] - VEHICLE SLAMS IN TO REVERSE

(Claim) Cause:

REPAIRED NO PULL CONCERN - AFTER REPAIR, VEHICLE HAS ROUGH ENGAGEMENT IN TO DR IVE WHEN WARM. REVERSE IS NORMAL AND DETERMINED INTERNAL FAILURE OF ASSEMBLY PER [redacted] CASE [redacted] VEHICLE SHIFTS NORMALLY ON TEST DRIVE. REMOVED TRANS AFTER K1 SNAP RING REPAIR TO VERIFY END PLAY AND NO TORN/CUT SEALS. VERIF IED PROPER K1 CLUTCH CLEARANCE AT .064 [redacted]. INPUT SHAFT END PLAY AT [redacted].

(Claim) Correction:

REMOVED TRANSMISSION AND REPLACED [redacted] CLUTCH ASSEMBLY AND SEALS. VERIFIED PROPE R END PALY. INSTALLED TRANSMISSION AND VERIFIED PROPER FLUID LEVEL. PERFORME D QUICKLEARN AND TEST DROVE TO VERIFY REPAIRS.

Warranty Claim Report

Vehicle Information

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

Claim 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**	66 [redacted]

[redacted] 1890 DOGWOOD DR SE , CONYERS, GA 30013

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted] T	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	[redacted] T	1	X	[redacted]	[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 ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	[redacted] T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] T	1 [redacted]	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		TCM Quick Learn ; [redacted] Transmissions only			[redacted]	[redacted] T	1 [redacted]	X	[redacted]	$32.33
[redacted]		TCM Quick Learn ; [redacted] Transmissions only			[redacted]	[redacted]			[redacted]	

A	[redacted]	Package, clutch assembl[redacted] All others		UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Package, clutch assembly ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

AUTOMATIC TRANSMISSIONS CONCERN--[redacted] DIAG [redacted] INSPECTION AUTOMATIC TRANSMISSIONS CONCERN--[redacted] DIAG

(RO) Cause:

verified concern - found trans does not into repaired no pull concern with service bulletin

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - TCM QUICK LEARN; [redacted] - PACKAGE,CLUTCH ASSEMBLY-TEST AND REPLACE (B) [redacted] - [redacted]; [redacted] - [redacted]; [redacted]9 - [redacted]; [redacted] - [redacted]; [redacted] - TCM QUICK LEARN [redacted] - PACKAGE,CLUTCH ASSEMBLY-TEST AND REPLACE (B)

(RO) Technical Notes:

SNAP RING DISLODGED

GCS Narratives

(Claim) Customer Concern:

C/STATES TRANS WOULD NOT PULL IN FORWARD [redacted]. AFTER SITTING OVERNIGHT, DID ENGAGE FORWARD [redacted] HAS HARSH ENGAGEMENT AND HARSH SHIFTS

(Claim) Cause:

VERIFIED CONCERN, FOUND TRANS DOES NOT SHIFT IN TO DRIVE VERIFIED PROPER FLUID LEVEL, REMOVED TRANS FROM VEHICLE AND DISASSEMBLED. FOUND DISLODGED SNAP RI NG IN K1 ASSEMBLY.

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY AND FRONT PUMP GASKETS. VERIFIED INPUT SHAFT ENDPL AY. FILLED TRANS TO PROPER LEVEL AND PERFORMED QUICLEARN

Warranty Claim Report

Vehicle Information

[redacted]	[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	$1,206.08	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [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]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			45.84	$87.19
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		260.14	$87.19
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK SERVICE SO	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK SERVICE SO	[redacted]	COOLER	[redacted]			
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			45.84	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]B	TRANSMIS	1	X	7099.21	$29.06
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		159.02	$87.19
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[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]	TUBE	1		145.84	$261.56
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	7099.21	$116.25
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES RENTAL VEHICLE TOWBILL - SUBLET TOW BILL HERE RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATED THAT THE VEHICLE ONLY HAS REVERSE

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE [redacted] WHICH IS RELATED TO GEAR 1 SHIFT INCORR ECT RATIO-. CHECKED TRANSMISSION FLUID LEVEL AND CONDITION TO FIND THE TRA NSMISSION FLUID LEVEL IS FULL AND IS CONTAMINATED. FOR INSPECTION TO FIND LAR GE AMOUNTS OF METAL AND DEBRIS. FOUND THE AUTOMATIC TRANSMISSION ASSEMBLY (C ONT'D IN CORRECTION...)

(Claim) Correction:

WON'T MOVE AND HAS LARGE AMOUNTS OF METAL IN THE PAN. REMOVED THE SKID PLATE, DEF TANK, REAR DRIVE SHAFT AND THE TRANSFER CASE TO GAIN ACCESS TO THE AUTOM ATIC TRANSMISSION ASSEMBLY. ACCESSED, REMOVED AND REPLACED THE AUTOMATIC TRA NSMISSION ASSEMBLY THEN REPLACED THE TRANSMISSION OIL COOLER AND REINSTALLED ALL [redacted] REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. ACCESSE D & REPLACED THE COOLER BYPASS VALVE. SET THE TRANSMISSION FLUID TO THE CORR ECT LEVEL. CLEARED ALL CODES. PERFORMED A QUICK LEARN. ROAD TESTED [redacted] V ERIFIED REPAIRS, IN [redacted], OUT [redacted].

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] 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]	[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 [redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	52.70	$29.06 [redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES RENTAL VEHICLE TOWBILL - SUBLET TOW BILL HERE RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATED THAT THE VEHICLE ONLY HAS REVERSE

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE [redacted] WHICH IS RELATED TO GEAR 1 SHIFT INCORR ECT RATIO-. CHECKED TRANSMISSION FLUID LEVEL AND CONDITION TO FIND THE TRA NSMISSION FLUID LEVEL IS FULL AND IS CONTAMINATED. FOR INSPECTION TO FIND LAR GE AMOUNTS OF METAL AND DEBRIS. FOUND THE AUTOMATIC TRANSMISSION ASSEMBLY (C ONT'D IN CORRECTION...)

(Claim) Correction:

WON'T MOVE AND HAS LARGE AMOUNTS OF METAL IN THE PAN. REMOVED THE SKID PLATE, DEF TANK, REAR DRIVE SHAFT AND THE TRANSFER CASE TO GAIN ACCESS TO THE AUTOM ATIC TRANSMISSION ASSEMBLY. ACCESSED, REMOVED AND

REPLACED THE AUTOMATIC TRA NSMISSION ASSEMBLY THEN REPLACED THE TRANSMISSION OIL COOLER AND REINSTALLED [redacted] REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. ACCESSE D & REPLACED THE COOLER BYPASS VALVE. SET THE TRANSMISSION FLUID TO THE CORR ECT LEVEL. CLEARED ALL CODES. PERFORMED A QUICK LEARN. ROAD TESTED [redacted] V ERIFIED REPAIRS, IN [redacted], OUT [redacted].

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only								
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	[redacted]	CHECK [redacted] /SERVICE [redacted] SO						[redacted]
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped								[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped								[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted])								[redacted]
A	95400142	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:

RENTAL FROM [redacted]

(Claim) Cause:

RENTAL WITH DM APPROVAL AND VOR ATTACHED FROM [redacted] CLAIM

(Claim) Correction:

RENTAL CONT FOR CLAIM [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	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***	E9 [redacted]
Address	[redacted]R #3 KM 77.2 LOTE #4 RIO ABAJO WARD, HUMACAO, EX 00792				

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***LOP 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]	
A	[redacted]	Labor Tax Only ; Puerto Rico			[redacted]	RELAY	1	X	[redacted]	
[redacted]		Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	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:

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)***	1

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	E9 [redacted]
Address	[redacted]				

Condition Information

Condition Code	[redacted]	***LOP Desc***	***Failure Code***	***Failure Desc***	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([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:

[redacted]

(Claim) Cause:

REPROGRAM MODULE, TRANSMISSION CONTROL[redacted])

(Claim) Correction:

REPROGRAM MODULE, TRANSMISSION CONTROL[redacted])

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	***Desc***	[redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A [redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	52.85	$29.58 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel

(Claim) Cause:

completed recall per guidelines

(Claim) Correction:

complete

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P91 - RAM 3500 LARAMIE 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***	[redacted]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	71 [redacted]
Address	5555 CAR COUNTRY DR , CARLSBAD, CA 92008				

Condition Information

Condition [redacted]	[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:

PERFORM SAFETY RECALL [redacted] Heavy Duty Grid Heater RELAY PERFORM RAPID RESPONSE TRANSMITTAL 23-[redacted] 22MY DD/DP/D2 [redacted] TRANSMISSION ROUGH SHIFT PERFORM RAPID RESPONSE TRANSMITTAL [redacted] DD/DP/D2 [redacted] TRANSMISSION GEARS 1-4INOP PERFORM MANDATORY[redacted]) TIRE INFLATION SERVICE, CHECK AND ADJUSTTIRE PRESSURES TO RECOMMENDED PSI, DOCUMENT ALL PSI SETTINGS WHEN COMPLETED. THIS SERVICE IS REQUIREDBY THE [redacted] E REPLACE [redacted] BATTERIES

(RO) Cause:

RECALL RRT RRT SET TIRES TO ___ PSIFRONT AND ___ PSI REAR

(RO) Correction:

34 Replace Relay, Intake Air Heater08-13[redacted] PERFORM SAFETY RECALL 34 Module, TransmissionControl (TCM) - Inspectand Reprogram(0 - Introduction)2 -Automatic Transmission [redacted]-RT [redacted] PERFORM RAPID RESPONSE TRANSMITTAL [redacted] on order. ETA 45~ days. PERFORM RAPID RESPONSE TRANSMITTAL PERFORM MANDATORY[redacted]) TIRE INFLATION SERVICE, CHECK AND ADJUST TIRE PRESSURES TO RECOMMENDED PSI, DOCUMENT ALL PSI SETTINGS WHEN COMPLETED. THIS SERVICE IS REQUIRED BY THE [redacted] E PERFORM MANDATORY[redacted]) TIRE INFLATION SERVICE, CHECK AND ADJUST TIRE PRESSURES TO RECOMMENDED PSI, DOCUMENT ALL PSI SETTINGSWHEN COMPLETED. THIS SERVICE IS REQUIRED BY THE [redacted] E 34 After repairs, attempted to startvehicle, truck will not start without a jump.GR8 tested [redacted], found [redacted] have failed at this time. Replaced [redacted]. Found truck is now startingnormally again. [redacted] tech [redacted] EXPLAIN REPAIRS and ASIGNSKILL CODE-

(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**	[redacted]	**Zone**	7[redacted]
Address	5555 CAR COUNTRY DR , CARLSBAD, CA 92008				

Condition Information

Condition [redacted]		Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM SAFETY RECALL [redacted] Heavy Duty Grid Heater RELAY PERFORM RAPID RESPONSE TRANSMITTAL 23-[redacted] 22MY DD/DP/D2 AISIN TRANSMISSION ROUGH SHIFT PERFORM RAPID RESPONSE TRANSMITTAL [redacted] DD/DP/D2 AISIN TRANSMISSION GEARS 1-4INOP PERFORM MANDATORY (ARB) TIRE INFLATION SERVICE, CHECK AND ADJUSTTIRE PRESSURES TO RECOMMENDED PSI, DOCUMENT ALL PSI SETTINGS WHEN COMPLETED. THIS SERVICE IS REQUIREDBY THE [redacted] E REPLACE [redacted] BATTERIES

(RO) Cause:

RECALL RRT RRT SET TIRES TO ___ PSIFRONT AND ___ PSI REAR

(RO) Correction:

34 Replace Relay, Intake Air Heater08-13 [redacted] PERFORM SAFETY RECALL 34 Module, [redacted] ([redacted]) - Inspectand Reprogram(0 - Introduction)2 -Automatic Transmission [redacted] 05-RT [redacted] PERFORM RAPID RESPONSE TRANSMITTAL 34 [redacted] on order. ETA [redacted]. PERFORM RAPID RESPONSE TRANSMITTAL PERFORM MANDATORY (ARB) TIRE INFLATION SERVICE, CHECK AND ADJUST TIRE PRESSURES TO RECOMMENDED PSI, DOCUMENT ALL PSI SETTINGS WHEN COMPLETED. THIS SERVICE IS REQUIRED BY THE [redacted] E PERFORM MANDATORY (ARB) TIRE INFLATION SERVICE, CHECK AND ADJUST TIRE PRESSURES TO RECOMMENDED PSI, DOCUMENT ALL PSI SETTINGSWHEN COMPLETED. THIS SERVICE IS REQUIRED BY THE [redacted] E 34 After repairs, attempted to startvehicle, truck will not start without a jump.GR8 tested [redacted], found [redacted] have failed at this time. Replaced [redacted]. Found truck is now startingnormally again. [redacted] .8hrs tech [redacted] EXPLAIN REPAIRS and ASIGNSKILL CODE-

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	51	CHICAGO
Address	, ,				

Condition Information

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

CHECK TRANSMISSION SHIFTING HARD Customer states preform [redacted] Customer states preform zb8

(RO) Cause:

test drove with customer. found trans slipping/engine flair when shifting into [redacted] and shifting into [redacted]. also also slipps shifting into reverse. no codes, found PCM not up to date flashed PCM and test drove found condition still active. found fluid full but burnt. removed trans pan found debris in pan. removed trans. dissasembled. found all clutches torque converter and cooler contaminated with debris. found clutches burnt. found k3 clutch piston seal torn. recall [redacted] performed inspection

(RO) Correction:

flashed PCM from [redacted] targeted part number [redacted]. [redacted] .4hrs. replaced transmission, cooler, and valve. filled trans and performed quick learn. test drove found vehicle now shifting properly. flashed DCU from [redacted] to targeted part number [redacted] adjustment needed.

(RO) Technical Notes:

DEBRIS THROUGHOUT SYSTEM

GCS Narratives

(Claim) Customer Concern:

CHECK TRANSMISSION SHIFTING HARD

(Claim) Cause:

TEST DROVE WITH CUSTOMER. FOUND TRANS SLIPPING/ENGINE FLAIR WHEN SHIFTING INTO [redacted] AND SHIFTING INTO [redacted]. ALSO ALSO SLIPPS SHIFTING INTO REVERSE. NO CODES, FOUND PCM NOT UP TO DATE FLASHED PCM AND TEST DROVE FOUND CONDITIO N STILL ACTIVE. FOUND FLUID FULL BUT BURNT. REMOVED TRANS [redacted] FOUND DEBRIS I N [redacted]

REMOVED TRANS. DISSASEMBLED. FOUND ALL CLUTCHES TORQUE CONVERTER AN D COOLER CONTAMINATED WITH DEBRIS. FOUND CLUTCHES BURNT. FOUND K3 [redacted] TON SEAL TORN.

(Claim) Correction:

FLASHED PCM FROM [redacted] TO TARGETED PART NUMBE[redacted]. [redacted] .4 HRS. REPLACED TRANSMISSION, COOLER, AND VALVE. FILLED TRANS AND PERFORMED QU ICK LEARN. TEST DROVE FOUND VEHICLE NOW SHIFTING PROPERLY.

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	195 MARY MEADE DRIVE , SUMMERVILLE, SC 29483				

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] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		347.17	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		176.12	[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]	FLUID AFT	2		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	[redacted]			[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	[redacted]			[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	1		176.12	[redacted]
[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]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

[redacted] [redacted] AISIN TRANSMISSION [redacted] ([redacted]) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) (Multi-point inspection) Customer States he could not drive the vehicle because it di es after trying to accelerate and mentioned only reverse wor ks (Automatic Transmission Concern)

(RO) Cause:

[redacted]. SNAP RING DISLODGED PARTS ORDERED

(RO) Correction:

[redacted] COMPLETE PARTS ORDERED COMPLETE SEE JOB 1

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] [redacted] AISIN TRANSMISSION [redacted] ([redacted])

(Claim) Cause:

[redacted]. SNAP RING DISLODGED

(Claim) Correction:

[redacted] COMPLETE

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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Failure [redacted]	Failure	[redacted]	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		56.72	$88.75
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		8.16	$88.75
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	9		128.76	$88.75
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	O[redacted]	1		30.80	$88.75
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	BOLT	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	BOLT	1		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	SEAL RING	1		6.90	$88.75
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	CLUTCHKIT	1	X	1235.40	$88.75
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		14.31	$88.75
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	GREASE	1		56.72	$177.49
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		8.16	$177.49
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		128.76	$177.49
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O[redacted]	1		[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]	BOLT	1		6.98	$177.49

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		24.24	$177.49
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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	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]	WASHER	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]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[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]	BOLT	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]	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]	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	ZZ	SERVICE ACTION	[redacted]	GREASE	1		56.72	$650.80
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	

		[redacted]C ; [redacted] Clutch / 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]	FLUID AFT	9		[redacted]	[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		30.80	[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	1		[redacted]	[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	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	06509166AA	BOLT	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]	BOLT	6		[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]	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]	CLUTCHKIT	1	X	[redacted]	[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	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATING CAR WONT DRIVE FORWARD (Automatic Transmiss ion Concern) CUSTOMER STATING CAR WONT DRIVE FORWARD (Automatic Transmiss ion Concern) CUSTOMER STATING CAR WONT DRIVE FORWARD (Automatic Transmiss ion Concern) CUSTOMER STATING CAR WONT DRIVE FORWARD (Automatic Transmiss ion Concern)

(Claim) Cause:

[redacted] [redacted] Clutch Snap Ring Repair [redacted] [redacted] Clutch Snap Ring Repair [redacted] [redacted] Clutch Snap Ring Repair [redacted] [redacted] Clutch Snap Ring Repair

(Claim) Correction:

[redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly([redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly([redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly(3 [redacted]-0A-91K1 Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly(3

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**	$2,425.90	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	63 [redacted]
[redacted]	1980 W STATE HIGHWAY 71 BYPASS , LA GRANGE, TX 78945				

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted] Starter ; 6.7 liter diesel engine [redacted]			[redacted]	STARTER	1	X	846.87	$83.75
A	[redacted] Starter ; 6.7 liter diesel engine [redacted]			[redacted]	FLYWHEEL	1		1550.35	$83.75
A	[redacted] Starter ; 6.7 liter diesel engine [redacted]			[redacted]	FLUID AFT	2		28.68	$83.75
A	[redacted] Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine	[redacted]	IMPROPERLY	[redacted]	STARTER	1	X	846.87	$488.53
A	[redacted] Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine	[redacted]	IMPROPERLY	[redacted]	FLYWHEEL	1		1550.35	$488.53
A	[redacted] Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine	[redacted]	IMPROPERLY	[redacted]	FLUID AFT	[redacted]			
A	[redacted] Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			[redacted]	STARTER	1	X	846.87	$41.87
A	[redacted] Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			[redacted]	FLYWHEEL	1		1550.35	$41.87
A	[redacted] Flexplate, torque converter drive automatic transmission ; Skid Plate Equipped			[redacted]	FLUID AFT	[redacted]			
A	09254461 Flexplate, torque converter drive automatic transmission ; [redacted] Propeller Shaft			[redacted]	STARTER	1	X	846.87	$27.92
A	[redacted] Flexplate, torque converter drive automatic transmission ; [redacted] Propeller Shaft			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted] Flexplate, torque converter drive automatic transmission ; [redacted] Propeller Shaft			[redacted]	FLUID AFT	2		28.68	$27.92
A	[redacted] Flexplate, torque converter drive automatic			[redacted]	STARTER	1	X	846.87	$167.50

		transmission ; 4x4/ AWD equipped								
A	[redacted]	Flexplate, torque converter drive automatic transmission ; 4x4/ AWD equipped			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; 4x4/ AWD equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	STARTER	1	X	846.87	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLYWHEEL	1		[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:

Customer States RAN OVER DEBRIS HAS HOLE IN FUEL TANK (Gener al Concern 1) Customer States STARTER GRINDS ON START UP (General Concern 2) (Multi-point inspection according to maintenance interval)

(RO) Cause:

VERIFED CONCERN-REPLACED FUEL TANK TO CORRECT CONDITION-OK AT THIS TIME VERIFED CONCERN-REMOVED TORQUE CONVERTOR ACCESS COVER FOR INSPECTION & NO VISIBLE DAMAGE FOUND-REPLACED STARTER & NOISE REMAINED PRESENT-REMOVED TRANSMISSION FOR INSPECTION NOTICED ERRATIC WEAR PATTERN ON FLEX PLATE TEETH-REPLACED FLEX PLATE TO CORRECT CONDITION-OK AT THIS TIME

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S STARTER GRINDS ON START UP

(Claim) Cause:

VERIFIED CONCERN, REMOVED TORQUE CONVERTER ACCESS COVER FOR INSPECTION AND NO VISIBLE DAMAGE FOUND; REPLACED STARTER AND NOISE REMAINED, REMOVED TRANSMISS ION FOR INSPECTION NOTICED ERRATIC WEAR PATTERN ON FLEX PLATE TEETH

(Claim) Correction:

REPLACED FLEX PLATE TO CORRECT CONDITION; OK AT THIS TIME

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]	51	[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]	COOLER	1		285.84	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[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]	FLUID AFT	5		78.37	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	5		78.37	$736.83
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		174.73	$37.79
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	BOLT	6		[redacted]	

		propeller shaft 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		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7800.54	$113.36
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		26.56	$113.36
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]	TOC ASSY	1		[redacted]	[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]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted]n (1 - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	[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]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	BOLT	6		26.56	$340.07

RO Narratives

(RO) Customer Concern:

CHECK TRANSMISSION SHIFTING HARD Customer states preform zd4 Customer states preform zb8

(RO) Cause:

test drove with customer. found trans slipping/engine flair when shifting into [redacted] and shifting into [redacted]. also also slipps shifting into reverse. no codes, found PCM not up to date flashed PCM and test drove found condition still active. found fluid full but burnt. removed trans pan found debris in pan. removed trans. dissasembled. found all clutches torque converter and cooler contaminated with debris. found clutches burnt. found k3 clutch piston seal torn. recall zd4 performed inspection

(RO) Correction:

flashed PCM from [redacted] targeted part number [redacted]. [redacted]-TH .4hrs. replaced transmission, cooler, and valve. filled trans and performed quick learn. test drove found vehicle now shifting properly. flashed DCU from [redacted] to targeted part number [redacted] adjustment needed.

(RO) Technical Notes:

DEBRIS THROUGHOUT SYSTEM

GCS Narratives

(Claim) Customer Concern:

CHECK TRANSMISSION SHIFTING HARD

(Claim) Cause:

TEST DROVE WITH CUSTOMER. FOUND TRANS SLIPPING/ENGINE FLAIR WHEN SHIFTING INTO [redacted] AND SHIFTING INTO [redacted]. ALSO ALSO SLIPPS SHIFTING INTO REVERSE. NO CODES, FOUND PCM NOT UP TO DATE FLASHED PCM AND TEST DROVE FOUND CONDITIO N STILL ACTIVE. FOUND FLUID FULL BUT BURNT. REMOVED TRANS PAN FOUND DEBRIS I N PAN. REMOVED TRANS. DISSASEMBLED. FOUND [redacted] TORQUE CONVERTER AN D COOLER CONTAMINATED WITH DEBRIS. FOUND CLUTCHES BURNT. FOUND K3 CLUTCH PIS TON SEAL TORN.

(Claim) Correction:

FLASHED PCM FROM [redacted] TO TARGETED PART NUMBE[redacted]. [redacted] .4 HRS. REPLACED TRANSMISSION, COOLER, AND VALVE. FILLED TRANS AND PERFORMED QU ICK LEARN. TEST DROVE FOUND VEHICLE NOW SHIFTING PROPERLY.

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$69.97	**Part**	$0[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON JEEP CHRYSLER INC	**Zone**	3[redacted]
Address	1220 EAST JERICHO TURNPIKE , HUNTINGTON, NY 11743				

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)	CSTP13A1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUST STATES CHECK TRANS OPERATION RECALL MISC MISC MISC MISC

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE LOST POWERAND STOPPED DR[redacted]G. VEHICLE WILL NOT GO IN DRIVE FROM PARK

(Claim) Cause:

CONFIRMED CUSTOMERS CONCERN CHECKED FOR CODES FOUND [redacted] [redacted] ACTIVE [redacted] STORED FOUND INCORRECT GEAR RATIO 1 AND 3 FOUND VEHICLE IN LIMP MODE FOUND HARSH SHIFT TO REVERSE NO DRIVE GEARS ENGAGING DROPED PAN FOUND METAL SHA[redacted]GS PRINTED SCAN REPORT FLASHED TCM AND ATTEMPTED QUICKLEARN PROCEDURE

(Claim) Correction:

REMOVE AND REPLACE TRANSMISSION WITH TORQUE CONVERTOR FOUND FLUID LOW IN NEW TRANSMISSION TOP OFF FLUID REPLACE TRANSMISSION COOLER PERFORM TRANSMSSION FLUSH TO REMOVE ANY CONTAMINANTS IN LINES

PERFORM RELEARN AND CLEAR ALL CO DES PROGRAM [redacted] [redacted] ALL GOOD

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	M - Mopar	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]
Address	5801 SPUR 327 , LUBBOCK, TX 79424		

Condition Information

Condition	[redacted]	[redacted] Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] C (3 Highly Skilled)	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1	X	2215.35	[redacted]

RO Narratives

(RO) Customer Concern:

VALVE BODY DAMAGED ON SHIPMENTT MENU MAINTAINCE

(RO) Cause:

NA

(RO) Correction:

MENU MAINTAINCE MENU MAINTAINCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VALVE BODY DAMAGED ON SHIPMENTT IN REF TO PREV [redacted]

(Claim) Cause:

VALVE BODY DAMAGED ON SHIPMENTT IN REF TO PREV [redacted]

(Claim) Correction:

VALVE BODY DAMAGED ON SHIPMENTT IN REF TO PREV [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [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]	***Sublet***	[redacted]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]
Address	3440 S PINE STREET , OCALA, FL 34471		

Condition Information

Condition [redacted]	***LOP***	***LOP Desc***	[redacted] ***Code***	[redacted]	***Number***	***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	6[redacted]	FLUID	2	X	98.41	[redacted]

RO Narratives

(RO) Customer Concern:

FILL DEF FILL DEF TAKE TO DETAIL

(RO) Cause:

OK

(RO) Correction:

DEF Fluid Top Off VehicleDelivery Fill - Cab Chassis Models Only - SeeLOP note for vehicle specific allowances. PD LUBE-OIL-GREASE CHARGES MAINTENANCE

(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]	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	, ,		

Condition Information

Condition Code	[redacted]		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 [redacted]	RELAY	1	X	49.78	$23.66 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION CUST PREFERRED METHOD OF CONTACT CALL TEXT [redacted] C/S ONLY HAS REVERSE RECALL [redacted]

(RO) Cause:

NA

(RO) Correction:

COMPLETED MULTI-POINT INSPECTION could not test drive vehicle found transmission only has reverse, pulled vehicle in shop followed TSB [redacted] found K1 clutch snap has become dislodged from hub followed repair procedure to replace the [redacted] clutch assembly per TSB LOPs [redacted], [redacted], [redacted], and [redacted] ordered parts for recall part currently on restriction waiting arrival

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S ONLY HAS REVERSE

(Claim) Cause:

COULD NOT TEST DRIVE VEHICLE FOUND TRANSMISSION ONLY HAS REVERSE, PULLED VEHI CLE IN SHOP FOLLOWED TSB [redacted] FOUND K1 CLUTCH SNAP HAS BECOME DISLODGED FROM HUB

(Claim) Correction:

FOLLOWED REPAIR PROCEDURE TO REPLACE THE K1 CLUTCH ASSEMBLY PER TSB LOPS 21- [redacted], 2 [redacted], AND [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]
Address	, ,		

Condition Information

Condition Code	***LOP***	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***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]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	[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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	[redacted]
[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]

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION CUST PREFERRED METHOD OF CONTACT CALL TEXT [redacted] C/S ONLY HAS REVERSE RECALL [redacted]

(RO) Cause:

NA

(RO) Correction:

COMPLETED MULTI-POINT INSPECTION could not test drive vehicle found transmission only has reverse, pulled vehicle in shop followed [redacted] found K1 clutch snap has become dislodged from hub followed repair procedure to replace the [redacted] clutch assembly per TSB LOPs [redacted], and [redacted] ordered parts for recall part currently on restriction waiting arrival

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S ONLY HAS REVERSE

(Claim) Cause:

COULD NOT TEST DRIVE VEHICLE FOUND TRANSMISSION ONLY HAS REVERSE, PULLED VEHI CLE IN SHOP FOLLOWED [redacted] FOUND K1 CLUTCH SNAP HAS BECOME DISLODGED FROM HUB

(Claim) Correction:

FOLLOWED REPAIR PROCEDURE TO REPLACE THE K1 CLUTCH ASSEMBLY PER TSB LOP[redacted], AND [redacted]

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure [redacted]	Number [redacted]	[redacted] Name	Quantity	Failed [redacted]	Expense [redacted]	Expense [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]	BOLT	6		26.21	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FILTER	1		134.89	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	GASKET	1		54.43	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	5		77.37	[redacted]
A	21000A50	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	[redacted]				[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	WASHER	1		8.83	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			FILTER	1		134.89	[redacted]
A	21000A50	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	GASKET	1		54.43	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C/AS69RC ; Complete Reco[redacted]ng of Transmission (3 - Highly Skilled)	ES		[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] equipped			[redacted]	[redacted]	[redacted]			[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] shaft equipped			[redacted]	FILTER	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	5		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights Concern [Check engine light on and transmission does not want to take off when put in drive Will go in reverse fine] Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

[redacted] VERIFIED CONCERN, FOUN[redacted]. REMOVED TRANSMISSION AND FOUND K1SNAP RING BROKEN. PERFORMED [redacted] AS PERPROCEDURE. REASSEMBLED AND TESTDROVE PASS Indicator/Warning Lights Concern Customer states warning light is on Multi-point inspection (according to maintenanceinterval) VEHICLE SAFETY CONDITION INSPECTION INCLUDED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS CONCERN [CHECK ENGINE LIGHT ON AND TRANSMISSION DOES NOT WANT TO TAKE OFF WHEN PUT IN DRIVE WILL GO IN REVERSE FINE

(Claim) Cause:

VERIFIED CONCERN, FOUN[redacted]. REMOVED TRANSMISSION AND FOUN D K1 SNAP RING BROKEN. PERFORME[redacted] AS PER PROCEDURE. REASSEMBLED AND TESTDR OVE PASS

(Claim) Correction:

VERIFIED CONCERN, FOUN[redacted]. REMOVED TRANSMISSION AND FOUN D K1 SNAP RING BROKEN. PERFORMED [redacted] AS PER PROCEDURE. REASSEMBLED AND TESTDR OVE PASS

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**	SAN [redacted] DODGE JEEP	**Zone**	[redacted]	LOS	[redacted]
Address	1444 MARINA BLVD , SAN LEANDRO, CA 94577						

Condition Information

Condition		Failure	Failure		Part Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1285.75	$172.70
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	4		59.56	$172.70
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition [redacted] ; equipped			[redacted]	FLUID AFT	4		59.56	$345.41
[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	1285.75	$57.57
[redacted]	Transmission, Remove and install for recondition - [redacted] ; propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	
[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		59.56	$1,324.06
[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	

		[redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								

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 VEHICLE HAS A DELAYED SHIFT AND THEN WHEN IT DOESENGUAGE IT BANGS INTO GEAR HAS A VERY HARD SHIFT] Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

Check Tire Pressure SET TIRE PRESSURE TO FACTORY SETTINGS PER CALIFORNIA LAW LF____RF____RR____LR____ - FOR EXPRESS LANESERVICE NO PARTS AVAILABE AT THISTIME MISCELLANEOUS 1461 TRANSMISSION HAS DELAY GOING INTO [redacted]. CREATED STAR CASE [redacted] TOLD STARLAST TIME VEHICLE WAS [redacted] PERFORMED TS[redacted] FOUND THE TRANSMISSION [redacted] CLUTCHSNAP RING WAS DISLODGED REPLACED TRANSMISSIONK1 CLUTCH HUB ASSEMBLY . THY RECOMMEND TOREMOVE TRANSMISSION & CHECK THE INPUT SHAFTEND PLAY- REMOVED TRANSMISSION THETRANSMISSION TURNS OVER SMOOTH & THE END PLAYIS .021 [redacted]. CONTACTED STAR WITH THE RESULTSSTAR STATED TO INSTALL ANOTHER K1 CLUTCH KITASSEMBLY & RECHECK END PLAY INSTALLED NEW K1CLUTCH KIT- END PLAY READINGS AR[redacted] IN.REINSTALLED TRANSMISSION NORMAL OPERATIONAFTER REPAIRS. TSB[redacted] [redacted] CLUTCHSNAP RING TSB[redacted] [redacted] SHAFT EQUIPPED TRANS: DEF EQUIPPED TSB[redacted] 4X4 EQUIPPED (*PENDING RA STATUS [redacted]-PAID [redacted]) TSB[redacted] [redacted] CLUTCHSNAP RING TSB[redacted] [redacted] SHAFT EQUIPPED TRANS: DEF EQUIPPED TSB[redacted] 4X4 EQUIPPED GENERAL/CONTRACT MAINTENANCE Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS A DELAYED SHIFT AND THEN WHEN IT DOES ENGUAGE IT B ANGS INTO GEAR HAS A VERY HARD SHIFT]

(Claim) Cause:

TRANSMISSION HAS DELAY GOING INTO [redacted]. CREATED STAR CASE [redacted] TOLD STAR LAST TIME VEHICLE WAS [redacted] PERFORMED TSB [redacted] FOUND THE TRANSMISSIO N [redacted] CLUTCH SNAP RING WAS DISLODGED

(Claim) Correction:

REMOVED TRANSMISSION THE TRANSMISSION TURNS OVER SMOOTH & THE END PLAY IS .021 [redacted]. CONTACTED STAR WITH THE RESULTS STAR STATED TO INSTALL ANOTHER K1 CLUT CH KIT ASSEMBLY & RECHECK END PLAY INSTALLED NEW K1 CLUTCH KIT- END PLAY READ INGS ARE [redacted] [redacted]. REINSTALLED TRANSMISSION NORMAL OPERATION AFTER REPAIRS.

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**	$1,181.52	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	PRICE [redacted] DODGE JEEP RAM			**Zone**	7[redacted]
Address	354 SOUTH HIGHWAY 55 , PRICE, UT 84501						

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 4x4 pick-up only			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN

(RO) Cause:

Verified concern found check engine light is on.

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON

(Claim) Cause:

VERIFIED CONCERN OF CHECK ENGINE LIGHT ON. PULLED DTC'S FOUND [redacted]. FOUND [redacted] TO [redacted] CONCERN

(Claim) Correction:

PERFORMED TSB, REPLACED K1 CLUTCH ASSEMBLY . TEST DROVE AND VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	GANLEY DODGE INC	[redacted]	[redacted]
Address	123 BROADWAY AVENUE , BEDFORD, OH 44146				

Condition Information

Condition [redacted]						Name	Quantity	Failed	Expense	Expense
[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]	1		7.07	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	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				FLUID AFT	7		102.64	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	7		102.64	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		51.58	[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]	[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]	
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			68253772AA	BEARING	1		[redacted]	[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			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 ; Skid plate equipped			[redacted]	SEAL RING	4		[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]	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	2		[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	7		[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]	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			68253772AA	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	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 ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68019782AA	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			[redacted]	WASHER	2		[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]	FLUID AFT	7		[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]	GASKET	1		[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68456960AA	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]	[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]	[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]	GREASE	1		[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]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		7.07	[redacted]

		Input Shaft Assembly - Inspect and Replace [redacted]								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	O-RING	1		31.57	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	GASKET	1		38.55	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [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 [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 [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 [redacted]	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	GASKET	1		51.58	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	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 [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 [redacted]	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 [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 [redacted]	ZZ	SERVICE ACTION	[redacted]	BEARING	1		37.61	[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]	BEA[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]	SNAP [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]	BOLT	4		28.64	[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		58.13	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] has tsb for loose snap ring replacedinput clutch assembly with clutches and aircheck with valve body removed and is ok

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING VEHICLE LOST POWER AND HAD TO STOP AND MAKING H ARSH NOISES IN DRIVE

(Claim) Cause:

HAS TSB FOR LOOSE SNAP [redacted] REPLACED

(Claim) Correction:

INPUT CLUTCH ASSEMBLY WITH CLUTCHES AND AIR CHECK WITH VALVE BODY REMOVED AND IS 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER DODGE [redacted]	**Zone**	[redacted]
Address	4220 E 22ND ST , [redacted], AZ 85711				

Condition Information

Condition		Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		63.35	$92.81
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		143.80	$92.81
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	[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]			31.20	$185.62
[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]	1	X	[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]	FLUID AFT	9		143.80	$185.62
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]				

		[redacted]C ; Skid plate equipped								
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]	
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]	GREASE	1		[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	5		[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]	BOLT	4		[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]	GREASE	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]	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]	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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[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]	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	[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	[redacted]			

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [it goes into gear and makes a huge clunk it will not shift gears and check engine light is on check and advise vehicle was towed in] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

.

(RO) Correction:

[redacted]0 internal transmission failure. snap ringcame out. [redacted] and [redacted]. repairedtransmission. performed a tsb [redacted]. testdrove as designed. Transmission, Remove and install for recondition - [redacted] [redacted] 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 [redacted] SPECIAL ORDERED Recall / Customer Satisfaction Notification1 INSPECT FOR OPEN VEHICLE RECALLS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

IT GOES INTO GEAR AND MAKES A HUGE CLUNK IT WILL NOT SHIFT GEARS AND CHECK E NGINE LIGHT IS ON CHECK AND ADVISE VEHICLE WAS TOWED IN

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE. SNAP RING CAME OUT. [redacted] AND [redacted].

(Claim) Correction:

REPAIRED TRANSMISSION. PERFORMED A TSB [redacted]. TEST DROVE AS DESIGNED.

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**	$8,828.16	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	70 [redacted]
Address	660 AUTO BLVD , BURLINGTON, WA 98233				

Condition 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 ; 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]	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]	BEARING	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]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[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		[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]	
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]	FLUID AFT	[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]			
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]	BOLT	6		[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]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	
C	[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:

WOULD NOT GO INTO GEAR DUE TO THE CABLE AND CLUTCH SNAPRING POPPING THE TRANS HAD TO BE REPLACED. REPLACED PER STAR

GCS Narratives

(Claim) Customer Concern:

[redacted] - TOW-IN; CUSTOMER STATES CEL IS ON - TRANSMISSION DOES NOT ENGAGE GEAR 30CHZ - SHOP ADD-ON; AFTER FOLLOWING TSB TO REPAIR TRANSMISSION, VEHICLE WILL SLIPS IN [redacted] CHECK AND ADVISE *** STAR CASE OPEN LEXY ADJUSTER . VERIF NOW MOVE ALTHOUGH THERE IS A VERY LONG DELAY FOR DRIVE TO ENGAGE AFTER IT IS SHIFTED FROM PARK INTO DRIVE IED CONCERN, TRANSMISSION NOT ENGAGING. NEED TO TEAR DOWN TRANSMISSION TO DE TERMINE POINT OF FAILURE TO ORDER PARTS. TORE DOWN TRANSMISSION, PARTS ON OR DER.REPLACED CABLING CLUTCH, BEARRINGS, ROLLERS, SNAP RINGS, TRANS GASKET, RAC E THRUST, HUB, TRAN CASE,

(Claim) Cause:

WOULD NOT GO INTO GEAR DUE TO THE CABLE AND CLUTCH SNAPRING POPPING [redacted] - TOW-IN; CUSTOMER STATES CEL IS ON - TRANSMISSION DOES NOT ENGAGE GEAR SLIPS IN [redacted] CHECK AND ADVISE *** STAR CASE OPEN LEXY ADJUSTER . VERIF IED CONCERN, TRANSMISSION NOT ENGAGING. NEED TO TEAR DOWN TRANSMISSION TO DE TERMINE POINT OF FAILURE TO ORDER PARTS. TORE DOWN TRANSMISSION, PARTS ON OR DER.REPLACED CABLING CLUTCH, BEARRINGS, ROLLERS, SNAP RINGS, TRANS GASKET, RAC E THRUST, HUB, TRAN CASE,

(Claim) Correction:

REPLACED AUTOMATIC TRANSMISSION AND FLUSHED COOLER, QUICK LEARN PROCEDURE CO MPLETED AND ROAD TEST. VEHICLE CURRENTLY OPERATING AS DESIGNED. [redacted] - TOW-IN; CUSTOMER STATES CEL IS ON - TRANSMISSION DOES NOT ENGAGE GEAR SLIPS IN [redacted] CHECK AND ADVISE *** STAR CASE OPEN LEXY ADJUSTER . VERIF IED CONCERN, TRANSMISSION NOT ENGAGING. NEED TO TEAR DOWN TRANSMISSION TO DE TERMINE POINT OF FAILURE TO ORDER PARTS. TORE DOWN TRANSMISSION, PARTS ON OR DER.REPLACED CABLING CLUTCH, BEARRINGS, ROLLERS, SNAP RINGS, TRANS GASKET, RAC E THRUST, HUB, TRAN CASE,

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[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]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition			**Failure**	**Failure Desc**	**Part Number**	[redacted]				
						Name	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater [redacted] Air Grid Heater Relay		UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted]RECALL PERFORM MULTI-POINT INSPECTION.

(RO) Cause:

recall .

(RO) Correction:

installed new relay.op#1813a182 [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] LIMITED 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**	[redacted]
Address	15777 WATKINS RD , MARYSVILLE, OH 43040				

Condition Information

Condition	[redacted] Desc	[redacted]	[redacted] 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	2	X	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
[redacted] OF DEF

(Claim) Cause:
[redacted] OF DEF

(Claim) Correction:
[redacted] OF DEF

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 Code** [redacted]

Claim 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**	LAMPE DODGE [redacted] JEEP OF [redacted]			**Zone**	[redacted]
Address	1950 S BLACKSTONE ST , [redacted] , CA 93274						

Condition Information

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

RO Narratives

(RO) Customer Concern:

ELECTRICAL 001 DIESEL [redacted] VEHICLE INSPECTION TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED SIRIUS XM WIFI FREE TRIAL ACTIVATED.

(RO) Cause:

NA

(RO) Correction:

PROGRAMMED TIRE PRESSURE SENSORS DIRECTLY INTO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] [[redacted] DJ/D2/DD/DP TRUCKS [redacted] CUMMINS NO START **]

(Claim) Cause:

PERFORM RSU REPLACE STARTER NUT

(Claim) Correction:

PERFORM RSU REPLACE STARTER NUT

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	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 [redacted]	**Zone**	[redacted]
Address	1950 S BLACKSTONE ST , [redacted] , CA 93274				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for [redacted]gnment	UC	UNCODABLE (NARRATIVE REQUIRED)					[redacted]

RO Narratives

(RO) Customer Concern:

ELECTRICAL 001 DIESEL [redacted] VEHICLE INSPECTION TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED SIRIUS XM WIFI FREE TRIAL ACTIVATED.

(RO) Cause:

NA

(RO) Correction:

PROGRAMMED TIRE PRESSURE SENSORS DIRECTLY INTO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] [[redacted] DJ/D2/DD/DP TRUCKS [redacted] CUMMINS NO START **]

(Claim) Cause:

PERFORM [redacted] REPLACE STARTER NUT

(Claim) Correction:

PERFORM [redacted] REPLACE STARTER NUT

Warranty Claim Report

Vehicle Information

VIN	[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***	[redacted]	***Zone***	63 [redacted]
Address	1430 MORO ST , FORDYCE, AR 71742				

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([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:
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 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	1430 MORO ST , FORDYCE, AR 71742				

Condition Information

Condition	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Safety Recall 13A - [redacted] Air Grid Heater Relay		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] - [redacted] BIG [redacted] CREW [redacted] 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] S RICHMOND CHRYSLER DODGE JEEP, INC.	***Zone***	[redacted]
Address	6[redacted] SOUTH MAIN STREET , RICHMOND, MI 48062				

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	48.63	$24.09 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RRT: PERFORM RRT RR [redacted]

(Claim) Cause:

[redacted] RRT: PERFORM RRT R[redacted]

(Claim) Correction:

UPDATED TCM TO LATEST CALIBRATION PCM UP TO DATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] BIG [redacted] 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] S RICHMOND CHRYSLER DODGE JEEP, INC.	**Zone**	[redacted]
Address	67567 SOUTH MAIN STREET , RICHMOND, MI 48062				

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RRT: PERFORM RRT RR [redacted]

(Claim) Cause:

[redacted] RRT: PERFORM RRT RR [redacted]

(Claim) Correction:

UPDATED [redacted] TO LATEST CALIBRATION PCM UP TO DATE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	ASSEMBLY PLANT	[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*** [redacted]
Address	[redacted], NAMPA, ID 83687		

Condition Information

Condition [redacted]	[redacted]	***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:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

RECALL

(RO) Correction:

[redacted] Replace Relay, Intake AirHeater08-13[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:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	2[redacted]	**Body**	[redacted] - [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	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]
Address	961 E US HWY 74 , ROCKINGHAM, NC 28379				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Express Oil Change General Concern #1 [Customer Requests [redacted] FUEL FILTERS]

(RO) Cause:

SERVICE SERVICE

(RO) Correction:

[redacted] DIESEL ENGINE OIL AND FILTER SERVICE. REPLACE OIL AND OIL FILTER. TOP OFF FLUIDS. SET TIRE [redacted]. PERFORM MULTIPOINT INSPECTION REPLACE ENGINE AIR FILTERBALANCE OF OIL CHANGE NOTCOVERED BY SERVICE CONTRACT [redacted] DIESEL ENGINE OIL AND FILTER SERVICE. REPLACEOIL AND OIL FILTER. TOP OFF FLUIDS. SET TIRE [redacted] PERFORM MULTIPOINT INSPECTION REPLACE ENGINE AIR FILTERENTER REPAIR DESCRIPTION REPLACE CHASSIS FUEL FILTER REPLACE ENGINE MOUNTED FUEL FILTER ENTER REPAIR DESCRIPTION ENTER REPAIR DESCRIPTION

(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	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	961 E US HWY 74 , ROCKINGHAM, NC 28379		

Condition Information

[redacted]							***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Element, filter/water separator ; Element - [redacted] diesel engine for [redacted] (chassis mounted)	MC	MAINTENANCE CARE	[redacted]	FILTER KI	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
REPLACE FUEL FILTER

(Claim) Cause:
REPLACE FUEL FILTER

(Claim) Correction:
REPLACE FUEL FILTER

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

Expense

Labor	[redacted]	**Sublet**	$75.36	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]		[redacted]	Failure [redacted]	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	75.36	[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

OPEN RECALL FROM THE MANUFACTURER

(RO) Correction:

RECALL 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] BIG [redacted] 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] S RICHMOND CHRYSLER DODGE JEEP, INC.
Address	67567 SOUTH MAIN STREET , RICHMOND, MI 48062	***Zone***	[redacted]

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)						[redacted]
[redacted]		Owner reimbursement ; Floor Plan Reimbursement								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(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] 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]

Condition Information

Condition [redacted]	Number	Part Name	Quantity	Failed	Expense	Expense
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	CLUTCHKIT	1	X	1355.62	[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]	6		[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		[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]	[redacted]	[redacted]			
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	1		7.57	[redacted]
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	1		33.80	[redacted]
[redacted] 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		8.96	[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]	
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]	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			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			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269549AA	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 ; [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]	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]	GREASE	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]	SEAL RING	4		[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]	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			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			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 ; 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]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] ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	6		45.99	[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]	BOLT	6		45.99	[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]	GREASE	1		62.24	[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]	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]	SEAL RING	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]	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		8.96	[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]	HUB	1		192.08	[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]	[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		42.66	[redacted]

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

RO Narratives

(RO) Customer Concern:

General Concern [Customer States THE TRANSMISSION WILL NOT ENGAGE FORWARD GEARS.] General Concern #2 [Customer StatesTHE WATER IN FUEL MESSAGE COMES ON]

(RO) Cause:

.

(RO) Correction:

[redacted], TRANSMISSION DOES NOT ENGAGE ATALL IN FORWARD GEARS. REMOVED TRANSMISSIONFOR INSPECTION AND FOUND SNAP RING DISLODGED.PERFORME[redacted] REBUILD. TRANSMISSIONSHIFTS AS DESIGNED NOW. REPAIR COMPLETE. Transmission, Remove and install for recondition -[redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition -[redacted] Two piece propeller shaft equipped Transmission, Remove and install for recondition -[redacted] equipped NO PROBLEM FOUND AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISSION WILL NOT ENGAGE FORWARD GEARS

(Claim) Cause:

[redacted], TRANSMISSION DOES NOT ENGAGE AT ALL IN FORWARD GEARS. REMOVED TRANSMISS ION FOR INSPECTION AND FOUND SNAP RING DISLODGED. PERFORME[redacted] RE BUILD.

(Claim) Correction:

[redacted], TRANSMISSION DOES NOT ENGAGE AT ALL IN FORWARD GEARS. REMOVED TRANSMISS ION FOR INSPECTION AND FOUND SNAP RING DISLODGED. PERFORME[redacted] RE BUILD. TRANSMISSION SHIFTS AS DESIGNED NOW. REPAIR COMPLETE.

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**	$6,852.78	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[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]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		[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:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

INTERNAL MANUFACTURING CONCERN ATE ALONGSIDE IT. SEE RO DOCS. THANKS

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON PERFORM DIAGNOSTIC TEST AND ADVISE O N NEEDS [LOST DRIVE GOING OVER GRADE]

(Claim) Cause:

CHECKED AND VERIFIED CONCERN , FOUND CAUSE TO BE AN INTERNAL MANUFACTURING CO NCERN . SOP TRANSMISSION ORDER

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION AS PER REQUEST FROM POWERTRAIN WARRANTY AND STELLANTIS FCA . FLASH UPDATED [redacted] SOFTWARE DUE TO IMPROVED DRIVABILITY ENHA NCEMENTS .AS PER [redacted]3 . SUCCESSFULLY FLASHED [redacted] FROM OLD PART NUMBE R 68541292AB TO CURRENT PART NUMBE[redacted]. TEST DROVE TO VERIFY REPAIRS . REPAIRS COMPLETED LOP[redacted] RR TRANS LOP# [redacted] 4X4 EQUIP # [redacted] SKID PLATE # [redacted]

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	[redacted]	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]	Zone	[redacted]
Address	[redacted]				

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	[redacted] Expense
A	[redacted]	Transmission · [redacted] equipped pick-up only			[redacted]	BOLT	6		[redacted]	[redacted]
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	GREASE	[redacted]			
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission · [redacted] equipped pick-up only			[redacted]	SEAL RING	4		[redacted]	
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	O-RING	1		[redacted]	[redacted]
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission · [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	[redacted]
[redacted]		Transmission · [redacted] equipped 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]	GREASE	1		[redacted]	[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]	SEAL RING	4		[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]	HUB	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	6		[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]	FLUID AFT	9		[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]	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]	HUB	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] 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]	FLUID AFT	9		[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]	O-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]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	21000A91	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		26.96	$734.25

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		63.09	[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	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[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	[redacted]			HUB	1		194.71	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE ENGINE LIGHT IS ON AND TRANSMISSION IS SHIFTING HARD AND WILL NOT GO [redacted] (Check engine l ight on) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) (Multi-point inspection according to maintenance interval)

(RO) Cause:

T.S.B. [redacted] k1 clutch snap ring failure

(RO) Correction:

R&R trans to inspect found [redacted] snapping out of retainer replaced input shaft/k1assembly and k2 clutch hub and seals due to damage and reinstlled trans performed quick learn and returned vehicle to customer. [redacted] [redacted] clutch [redacted] [redacted] SKID PLATE [redacted] DEF TANK [redacted] EQUIPPED [redacted] 1.2 [redacted] TOTAL LABOR RECALL COMPLETE. REPLACED THE INTAKE AIR HEATER RELAY. LOP [redacted] [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE ENGINE LIGHT IS ON AND TRANSMISSION IS SHIFTING HAR D AND WILL NOT GO [redacted] (CHECK ENGINE L IGHT ON)

(Claim) Cause:

T.S.B. [redacted] CLUTCH SNAP RING FAILURE

(Claim) Correction:

R&R TRANS TO INSPECT FOUND K1 SNAPPING OUT OF RETAINER REPLACED INPUT SHAFT/K 1ASSEMBLY AND K2 CLUTCH HUB AND SEALS DUE TO DAMAGE AND REINSTLLED TRANS PERF ORMED QUICK LEARN AND RETURNED VEHICLE TO CUSTOMER. 21000A91 [redacted] SHAFT [redacted] .2 SKID PLATE [redacted] .3 DEF TANK [redacted] .6 4X4 E QUIPPED [redacted] [redacted] TOTAL LABOR

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

Expense

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

Dealer Information

[redacted]	**Name**	[redacted] CHRYSLER DODGE	**Zone** [redacted]
Address	1775 E MERRITT CAUSEWAY , MERRITT ISLAND, FL 32952		

Condition Information

Condition [redacted]	[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:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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	9101 SPUR 580 WEST , FORT WORTH, TX 76116				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	[redacted] Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68456960AA	HUB	1		179.30	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68254056AB	HUB	1		353.42	[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]	[redacted]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	1		31.55	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GASKET	1		38.53	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	WASHER	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		131.89	[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 ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[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			[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]	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			[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]	
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]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[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 ; [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]	HUB	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	4		[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]	
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			[redacted]	FLUID AFT	9		[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] 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		[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]	GREASE	1		58.10	[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		49.31	[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]	SEAL RING	1		7.07	[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]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	[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]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

WAS DRIVING AND HEARD A POP UNDER THE CENTER OF THE VEHICLE AND THEN THE REDUCED POWER MODE CUSTOMER WAS TRAVELING APPROX [redacted] WHEN THIS OCCURED. THE CHECK ENGINE LIGHT CAME ON THE CUSTOMER LIMPED IT INTO A SAFE SPACE AND PARKED- TOW IN AFTER SETTING FOR [redacted] FROM ISSUES FRO[redacted] THE TRANSMISSION TEMP LIGHT CAME ON CUSTOMER ATTEMTED TO MOVE IT HOWEVER IT WOULD ONLY GO WENT , IT WOULD ONLY REV IN DRIVE LIKE IT WAS IN NEUTRAL AND WOULD ONLY GO INTO REVERSE PLEASE ADVISE PERFORM FREE MULTI-POINT INSPECTION

(RO) Cause:

TEST CODE [redacted] GEAR RATIIO ERROR IN 1ST .REFER TO [redacted] FOR K1 SNAP RING INSPECTION.

(RO) Correction:

RELATED T[redacted] 2 R&R TRANS. REMOVE PUMP AND INPUT CLUTCHES.FOUND K1 SNAP RING DISLODGED WITH DAMAGE TO K1 HUB AND K2 HUB.REPLACE K1 ASSEMBLY WITH [redacted] HUB AND K2 HUB.VERIFY TRANS END PLAY AND REINSTALL. COMPLETE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER SETTING FOR [redacted] FROM ISSUES FROM [redacted] THE TRANSMISSION TEMP LIGHT CAME ON CUSTOMER ATTEMTED TO MOVE IT HOWEVER IT WOULD ONLY GO WENT , I T WOULD ONLY REV IN DRIVE LIKE IT WAS IN NEUTRAL AND WOULD ONLY GO INTO REVER SE PLEASE ADVISE

(Claim) Cause:

TEST CODE [redacted] GEAR RATIIO ERROR IN 1ST .REFER TO [redacted] FOR K1 SNAP RING INSPECTION.

(Claim) Correction:

R&R TRANS. REMOVE PUMP AND INPUT CLUTCHES.FOUND [redacted] SNAP RING DISLODGED WITH [redacted] [redacted] HUB AND K2 HUB.REPLACE K1 ASSEMBLY WITH [redacted] HUB AND K2 HUB.VERIFY TRANS END PLAY AND REINSTALL.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 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	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

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

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON JEEP CHRYSLER INC	**Zone**	[redacted]
Address	1220 EAST JERICHO TURNPIKE , HUNTINGTON, NY 11743				

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense [redacted]	Expense [redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		345.39	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			90.30	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		211.13	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		345.39	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		345.39	$39.87

A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	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]	
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		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		211.13	$358.85
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUST STATES CHECK TRANS OPERATION RECALL MISC MISC MISC MISC

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE LOST POWERAND STOPPED DRIVING. VEHICLE WILL NOT GO IN DRIVE FROM PARK

(Claim) Cause:

CONFIRMED CUSTOMERS CONCERN CHECKED FOR CODES FOUND [redacted] [redacted] ACTIVE [redacted] STORED FOUND INCORRECT GEAR RATIO 1 AND 3 FOUND VEHICLE IN LIMP MODE FOUND HARSH SHIFT TO REVERSE NO DRIVE GEARS ENGAGING DROPED PAN FOUND METAL SHAVINGS PRINTED SCAN REPORT FLASHED TCM AND ATTEMPTED QUICKLEARN PROCEDURE

(Claim) Correction:

REMOVE AND REPLACE TRANSMISSION WITH TORQUE CONVERTOR FOUND FLUID LOW IN NEW TRANSMISSION TOP OFF FLUID REPLACE TRANSMISSION COOLER PERFORM TRANSMSSION FLUSH TO REMOVE ANY CONTAMINANTS IN LINES PERFORM RELEARN AND CLEAR ALL CO DES PROGRAM TCM ROADTEST VEHICLE ALL GOOD

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

Dealer Information

Code	[redacted]	**Name**	HUNTINGTON JEEP CHRYSLER INC	**Zone**	[redacted]
Address	1220 EAST JERICHO TURNPIKE , HUNTINGTON, NY 11743				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense [redacted]
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	ML	CHECK [redacted] SERVICE SO						

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AISIN TRANSMISSION FEAR 1-4

(Claim) Cause:

ADDED [redacted] STRAIGHT TIME FOR PUSHING TRUCK IN TO PERFORM RSU AFTER TRANSMIS SION WAS ALREADY DIAGNOSED AS FAILED PERFORM RSU ONLY TO FIND CATOSTOPHIC FAILURE

(Claim) Correction:

PERFORM TRANS REMOVE DISSASSEMBLE AND VERIFY SNAP RING FROM K1 CLUTCH HUB DIS LODGED AND CATASTROPHIC DAMAGE EXC METAL AND PARTS NOT AVAIL TO REPAIR REPLA CE AISAN TRANS.

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1220 EAST JERICHO TURNPIKE , HUNTINGTON, NY 11743				

Condition Information

Condition [redacted]		[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Trailer tow kit	[redacted]	INTERMITTENT OPERATION						[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INSTALL ITV, INTERGRATED BRAKE TRAILER MODULE AS PER FCA AND RESTORE CONFIGURA TION [redacted]

(Claim) Cause:

CASE [redacted] DM [redacted]

(Claim) Correction:

INSTALLED INTEGRATED TRAILER BRAKE MODULE (ITBM). ADDED SALES CODE TO VEHICLE. PERFORMED "RESTORE VEHICLE CONFIGURATION ROUTINE".

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	611-613 LOUDONVILLE RD , LATHAM, NY 12110				

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Filter/regulator assembly, fuel ; Housing, Fuel Filter - [redacted] diesel engine		[redacted]	[redacted]	FILTER	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Interior Concern Grease on front driver seat from previous visit Engine Mechanical Concern [redacted] very long time to start and the vehicle shakes when starting - possible motor mount issue or driveline issue - fuel rail Recall / Customer Satisfaction Notification 1 Safety Recall [redacted] - Intake Air Grid Heater Relay ** 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 REFILL DIESEL EXHAUST FLUID, [redacted].

(RO) Cause:

Technician inspected and found that the diesel fuel filter on the chassis has restricted flow prohibitting the vehicle from buildind proper fuel pressure. Will require replacement of the fuel filter. Per [redacted]

(RO) Correction:

Cleaned as requested. Filter/regulator assembly, fuel - Replace Housing, Fuel Filter - [redacted] diesel engine (1 - Semi-Skilled). Replaced fuel filter and retested and verified that the issue has been resolved. Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) A COMPLIMENTARY CARWASH WAS NOT PERFORMED [redacted] PER CUSTOMERS' REQUEST.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S VEHICLE TAKES A VERY LONG TIME TO START AND VEHICLE SHAKES WHEN STARTING.

(Claim) Cause:

TECH INSPECTED AND FOUND THAT THE DIESEL FUEL FILTER ON THE CHASSIS HAS RESTRI CTED FLOW, PROHIBITING THE VEHICLE FROM BUILDING PROPER FUEL PRESSURE. NEE D TO REPLACE FILTER.

(Claim) Correction:

TECH REPLACED FUEL FILTER AND RETESTED. SYSTEM NOW OPERATING AS DESIGNED.

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	S - Safety (Recalls)	**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] PLYM-JEEP	**Zone**	[redacted]
Address	611-613 LOUDONVILLE RD , LATHAM, NY 12110				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA[redacted]	RELAY	1	X	52.00	$31.96 [redacted]

RO Narratives

(RO) Customer Concern:

Interior Concern Grease on front driver seat from previous visit Engine Mechanical Concern [redacted] very long time to start and the vehicle shakes when starting - possible motor mount issue or driveline issue - fuel rail Recall / Customer Satisfaction Notification 1 Safety Recall [redacted] - Intake Air Grid Heater Relay ** 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 REFILL DIESEL EXHAUST FLUID, [redacted].

(RO) Cause:

Technician inspected and found that the diesel fuel filter on the chassis has restricted flow prohibitting the vehicle from buildind proper fuel pressure. Will require replacement of the fuel filter. Per Stellantis

(RO) Correction:

Cleaned as requested. Filter/regulator assembly, fuel - Replace Housing, Fuel Filter - [redacted] diesel engine (1 - Semi-Skilled). Replaced fuel filter and retested and verified that the issue has been resolved. Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) A COMPLIMENTARY CARWASH WAS NOT PERFORMED [redacted] PER CUSTOMERS' REQUEST.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S VEHICLE TAKES A VERY LONG TIME TO START AND VEHICLE SHAKES WHEN STARTING.

(Claim) Cause:

TECH INSPECTED AND FOUND THAT THE DIESEL FUEL FILTER ON THE CHASSIS HAS RESTRI CTED FLOW, PROHIBITING THE VEHICLE FROM BUILDING PROPER FUEL PRESSURE. NEE D TO REPLACE FILTER.

(Claim) Correction:

TECH REPLACED FUEL FILTER AND RETESTED. SYSTEM NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***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]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] AISIN TRANSMISSIONROUGH SHIFT Inspect and ReprogramTransmission Control Module [redacted] RT [redacted] Ram Heavy Duty Grid HeaterRelay Replace Intake Air Heater Relay08-13[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] MEGA 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]	[redacted]	**Name**	[redacted]
Address	, ,		

Condition Information

Condition [redacted]		Failure [redacted]	Failure [redacted]	[redacted]	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		139.25	$75.10
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		46.42	$75.10
[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] ; [redacted] equipped			[redacted]	[redacted]				[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1336.03	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		139.25	[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 ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[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]	CLUTCHKIT	1	X	[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]	FLUID AFT	3		[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		[redacted]	[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	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]	CLUTCHKIT	1	X	[redacted]	[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	9		[redacted]	[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		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON / CANT SHIFT TO DRIVE MOPAR [redacted] INSPECTION Recall #: [redacted], Launch Date: [redacted] Ram Heavy [redacted] Heater [redacted] Customer states transmission has a hard bang when shifting into drive

(RO) Cause:

Truck does not move in forward gears. reverse does work. checked codes and found active code [redacted]. Found [redacted] Replaced K1 clutch assembly as per tsb. Performed quick learn. test drove and all gears are working and shift smooth but harsh bang when putting into drive. Test drove [redacted] and was smooth going into drive. after [redacted] or [redacted] shifting into drive and after fluid getting warm the harsh bang into drive returned. performed tcm flash [redacted] and PCM flash [redacted] but this did not improve shift quailty. Contacted star and they stated to replace k1 clutch assembly again. after vehicle sat overnight and test drove in the morning it did not have a hard shift. after driving a few minutes it started to have a hard bang when shifting into drive. all other gears work great. Contacted star center and they stated it needs another k1 clutch assembly. and to inspect the old one when removed.

(RO) Correction:

replaced k1 clutch assembly as per tsb [redacted] LOP: [redacted] Recall #: [redacted], Launch Date: [redacted] Ram Heavy [redacted] Heater [redacted] replaced k1 clutch assembly again and found there was a torn o-ring in input assembly. reassembled and test drove. vehicle now shifts smooth.

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES CHECK ENGINE LIGHT IS ON / CANT SHIFT TO DRIVE

(Claim) Cause:
TRUCK DOES NOT MOVE IN FORWARD [redacted]. REVERSE DOES WORK. CHECKED CODES AND FO UND ACTIVE COD[redacted] [redacted]. FOUND [redacted] REPLACED K1 CLUTCH ASSEMBLY AS PER TSB. PERFORMED QUICK LEARN. TEST DROVE AND ALL [redacted] ARE WORKING AND SHI FT SMOOTH BUT HARSH BANG WHEN PUTTING INTO DRIVE. TEST DROVE NEXT [redacted] A ND WAS SMOOTH GOING INTO DRIVE. AFTER ABOUT 3 OR [redacted] SHIFTING INTO DRIVE AND AFTER FLUID GETTING WARM THE HARSH BANG INTO DRIVE RETURNED. PERFORMED [redacted] FLAS[redacted]-RT [redacted] AND PCM FLASH [redacted] [redacted] BUT THIS DID NO T IMPROVE SHIFT QUAILTY. CONTACTED STAR AND THEY STATED TO REPLACE K1 CLUT CH ASSEMBLY AGAIN.

(Claim) Correction:
REPLACED K1 CLUTCH ASSEMBLY AS PE[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW [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]
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	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	58.76	$27.26 [redacted]

RO Narratives

(RO) Customer Concern:

Recall Customer Satisfaction Notification [redacted] Ram Heavy Duty Grid Heater Relay (Recall Customer Satisfacti on Notification 1) PERFORM COMPLETE MULTI-POINT INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOU [redacted] USE (UP TO A MAX OF [redacted]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

(RO) Cause:

[redacted] the above vehicles can experience an engine compartment fire originating from the Generation 1 solid state intake air grid heater relay. An electrical short in the relay can potentially lead to a vehicle fire with the ignition on or off. A vehicle fire can result in increased risk of occupant injury and/or injury to persons outside the vehicle, as well as property damage.

(RO) Correction:

replaced heavy duty grid heater relay. COMPLETED MULTI POINT INSPECTION. TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL) THANK YOU FOR YOUR BUSINESS

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

Dealer Information

Code	[redacted]	**Name**	CHRISTOPHER'S DODGE WORLD INC	**Zone**	[redacted]
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401				

Condition Information

Condition Code	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	54.49	[redacted]

RO Narratives

(RO) Customer Concern:

FREE MAINTENANCE INSPECTION RECALL CAMPAIGN [redacted] RAM HEAVY DUTY GRID HEATER RELAY AUTO.LIVE REP[redacted] ORDER [redacted]ME INSPECTION PERFORM [redacted] PRE-OWNED VEHICLE INSPECTION [redacted] FACTORY TRAINED TECHNICIAN WILL REPLACE DIESEL OIL, FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TOPPED OFF AS AVAILABLE [redacted] PLEASE PERFORM [redacted] PCM DCU FLASHES

(RO) Cause:

[redacted] USED LOFD FLASH UPDATE/S

(RO) Correction:

[redacted] Complete. FREE MAINTENANCE INSPECTION [redacted] Replace Relay, [redacted] Heater [redacted] FEDERAL RECALL [redacted], REPLACE RELAY, [redacted] FEDERAL RECALL [redacted], REPLACE RELAY, [redacted] AUTO.LIVE REP[redacted] ORDER [redacted] COMPLETED USED VEHICLE [redacted]MEVISUAL INSPECTION. INSPECT BASED ON VISUALCONDITION OF UNDERCARRIAGE AND [redacted]ME. NOISSUES WERE NOTED AT THIS TIME. [redacted]ME INSPECTION [redacted] USE [redacted] inspectioncomplete. PERFORM [redacted] PRE-OWNED VEHICLE INSPECTION [redacted] LOFD 40 Complete. FACTORY TRAINED TECHNICIAN WILL REPLACE DIESEL OIL, FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TOPPED OFF AS AVAILABLE [redacted] FLASH UPDATE/[redacted]: Flashed fromcurrent part number [redacted] to targetedpart number [redacted]. PCM: Flashed fromcurrent part number [redacted] targetedpart number [redacted]. DCU: Flashed fromcurrent part number [redacted] to targetedpart number [redacted]. PERFORM FLASH UPDATE TO ALL AVAILABLE MODULES 0.[redacted] PERFORM FLASH UPDATE TO ALL AVAILABLE MODULES 0.7 [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]	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	, ,		

Condition Information

Condition			*Failure*	*Failure Desc*	*Part Number*	*Name*	*Quantity*	*Failed*	*Expense*	*Expense*
A	[redacted]	Safety Recall 13A - [redacted] Grid Heater [redacted]		UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON / CANT SHIFT TO DRIVE MOPAR [redacted] INSPECTION Recall #: [redacted], Launch Date: [redacted] Ram Heavy [redacted] Grid Heater [redacted] Customer states transmission has a hard bang when shifting into drive

(RO) Cause:

Truck does not move in forward gears. reverse does work. checked codes and found active code [redacted]. Found [redacted] Replaced K1 clutch assembly as per tsb. Performed quick learn. test drove and all gears are working and shift smooth but harsh bang when putting into drive. Test drove [redacted] and was smooth going into drive. after [redacted] or [redacted] shifting into drive and after fluid getting warm the harsh bang into drive returned. performed tcm flash [redacted] RT [redacted] and PCM flash [redacted] [redacted] but this did not improve shift quailty. Contacted star and they stated to replace [redacted] clutch assembly again. after vehicle sat overnight and test drove in the morning it did not have a hard shift. after driving a few minutes it started to have a hard bang when shifting into drive. all other gears work great. Contacted star center and they stated it needs another k1 clutch assembly. and to inspect the old one when removed.

(RO) Correction:

replaced k1 clutch assembly as per tsb [redacted] LOP: [redacted] 0.6 hrs [redacted] Recall #: [redacted], Launch Date: [redacted] Ram Heavy [redacted] Grid Heater [redacted] replaced [redacted] clutch assembly again and found there was a torn o-ring in input assembly. reassembled and test drove. vehicle now shifts smooth.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON / CANT SHIFT TO DRIVE

(Claim) Cause:

TRUCK DOES NOT MOVE IN FORWARD [redacted]. REVERSE DOES WORK. CHECKED CODES AND FO UND ACTIVE CODE P0731-[redacted]. FOUND [redacted] REPLACED [redacted] CLUTCH ASSEMBLY AS PER TSB. PERFORMED QUICK LEARN. TEST DROVE AND ALL [redacted] ARE WORKING AND SHI FT SMOOTH BUT HARSH BANG WHEN PUTTING INTO DRIVE. TEST DROVE NEXT [redacted] A ND WAS SMOOTH GOING INTO DRIVE. AFTER ABOUT 3 OR [redacted] SHIFTING INTO DRIVE AND AFTER FLUID GETTING WARM THE HARSH BANG INTO DRIVE RETURNED. PERFORMED [redacted] FLAS[redacted]-RT [redacted] AND PCM FLASH [redacted] [redacted] BUT THIS DID NO T IMPROVE SHIFT QUAILTY. CONTACTED [redacted] AND THEY STATED TO REPLACE [redacted] CLUT CH ASSEMBLY AGAIN.

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY AS PE[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	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***	HOBLIT CHRYSLER JEEP DODGE, INC.	***Zone***	[redacted] LOS ANGELES
Address	801 MAIN STREET , WOODLAND, CA 95695				

Condition Information

Condition Code	[redacted]	[redacted]	***Failure Code***	***Failure*** [redacted]	[redacted]	[redacted]	[redacted]	[redacted]	***Expense*** [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:

PERFORM RECALL MULTI-POINT INSPECTION AUTOMATIC TRANSMISSION BODY & RELATED REPAIRS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE LOST FORWARD [redacted]

(Claim) Cause:

FOUND TRUCK TO HAVE NO FORWARD [redacted], AND AN OPEN [redacted] FOR THIS CONDITION. [redacted]) [redacted] STATES THAT A SNAP RING WILL FALL OUT OF PLACE AND CAUSE A COND TION THAT RESULTS IN NO FORWARD [redacted], ONLY REVERSE [redacted]. FOLLOWED PRECEDU RES IN [redacted] AND ORDERED RQUIRED PARTS AND PULLED TRUCK IN

(Claim) Correction:

[redacted] STARTED WITH THE REMOVAL OF THE DRIVESHAFTS FRONT AND REAR WITH [redacted] REAR, THEN CONTINUED WITH THE TRANSFER CASE SKID PLATE AND THEN THE CROSSM EMBER. NEXT REMOVED THE TOURQ CONVERTER BOLTS AND THEN THE TRANSMISSION ONC E TRANS WAS OUT DISSAMBLED AND INSTALLED NEW UPDATED PARTS FOLLOWING RRT

GU IDELINES AND THEN REASSEMBLED IN REVERSE ORDER. ADDED FLUID AND ROAD TESTED FOR FINAL OPERATION AND IS OK AT THIS TIME

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**	$1,483.28	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1336.03	$75.10
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		54.42	$75.10
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		92.83	$75.10
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	1336.03	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		54.42	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		92.83	[redacted]
A	21000A62	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	1336.03	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		54.42	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	6		92.83	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	[redacted]	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]	6		92.83	[redacted]

		Input Shaft Assembly - Inspect and Replace Snap Ring								

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON / CANT SHIFT TO DRIVE MOPAR [redacted] INSPECTION Recall #: [redacted], Launch Date: [redacted] Ram Heavy [redacted] Grid Heater Rel Customer states transmission has a hard bang when shifting into drive

(RO) Cause:

Truck does not move in forward gears. reverse does work. checked codes and found active code [redacted]. Found [redacted] Replaced K1 clutch assembly as per tsb. Performed quick learn. test drove and all gears are working and shift smooth but harsh bang when putting into drive. Test drove [redacted] and was smooth going into drive. after [redacted] or [redacted] shifting into drive and after fluid getting warm the harsh bang into drive returned. performed tcm flash [redacted] and PCM flash [redacted] but this did not improve shift quailty. Contacted star and they stated to replace k1 clutch assembly again. after vehicle sat overnight and test drove in the morning it did not have a hard shift. after driving a few minutes it started to have a hard bang when shifting into drive. all other gears work great. Contacted star center and they stated it needs another k1 clutch assembly. and to inspect the old one when removed.

(RO) Correction:

replaced k1 clutch assembly as per tsb [redacted] LOP: [redacted] Recall #: [redacted], Launch Date: [redacted] Ram Heavy [redacted] Grid Heater Rel replaced k1 clutch assembly again and found there was a torn o-ring in input assembly. reassembled and test drove. vehicle now shifts smooth.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION HAS A HARD BANG WHEN SHIFTING INTO DRIVE

(Claim) Cause:

AFTER VEHICLE SAT OVERNIGHT AND TEST DROVE IN THE MORNING IT DID NOT HAVE A HA RD SHIFT. AFTER DRIVING A [redacted] IT STARTED TO HAVE A HARD BANG WHEN SH IFTING INTO DRIVE. ALL OTHER [redacted] WORK GREAT. CONTACTED STAR CENTER AND THEY STATED IT NEEDS ANOTHER K1 CLUTCH ASSEMBLY. AND TO INSPECT THE OLD ONE WHEN R EMOVED.

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY AGAIN AND FOUND THERE WAS A TORN O-RING IN INPUT A SSEMBLY. REASSEMBLED AND TEST DROVE. VEHICLE NOW SHIFTS SMOOTH.

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	3291 AUTO PLAZA DR , RICHMOND, CA 94806				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]					
[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:
PERFORM [redacted] UPDATE

(Claim) Cause:
NA

(Claim) Correction:
PERFORM [redacted] SOFTWARE UPDATE OLD PART NO= [redacted] NEW PART NO= [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] 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***	$62.23	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted] ***Name*** [redacted] ***Zone*** [redacted]
Address	3291 AUTO PLAZA DR , RICHMOND, CA 94806

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA[redacted]	RELAY	1	X	62.23	$44.44 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM [redacted] UPDATE TECH QUALITY CONTROL SERVICE UPON COMPLETION (.) CHECK AND ADJUST TIRE PRESSURE AS NEEDED PERFORM RECALL [redacted] INTAKE AIR GRID HEATER RELAY

(RO) Cause:

. LF 80=PSI RF 8=PSI LR 65=PSI RR 65=PSI

(RO) Correction:

PERFORM [redacted] SOFTWARE UPDATE OLD PART NO= [redacted] NEW PART NO= [redacted]
PERFORM [redacted] RECALL REPLACE INTAKE AIR GRID HEATER RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL [redacted] INTAKE AIR GRID HEATER RELAY

(Claim) Cause:

NA

(Claim) Correction:

PERFORM [redacted] RECALL REPLACE INTAKE AIR GRID HEATER RELAY

Warranty Claim Report

Vehicle Information

VIN	[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]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	PERKINS MOTOR COMPANY INC	**Zone**	7[redacted]
Address	1205 MOTOR CITY DRIVE , COLORADO SPRINGS, CO 80906				

Condition Information

[redacted]							**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]3	Transmission Wiring	18	CIRCUIT OPEN	[redacted]	[redacted]	1	X	256.21	[redacted]
A	[redacted]3	Transmission Wiring	18	CIRCUIT OPEN	[redacted]	[redacted]	1		248.16	[redacted]
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		248.16	[redacted]

RO Narratives

(RO) Customer Concern:

Diagnose Check Engine Light [CUSTOMER STATES THE CEL IS ON AND THE VEHICLE WILL NOT SHIFT PAST [redacted], PLEASE CHECK AND ADVISE.] RENTAL VEHICLE PERFORM COMPLIMENTARY VEHICLE INSPECTION

(RO) Cause:

E RENTAL VEHICLE MULTI-POINT VEHICLE INSPECTION

(RO) Correction:

[redacted] VERIFIED CUSTOMER CONCERN/ SCANNEDVEHICLE AND FOUND [redacted] ACTIVE/ PERFORMEDDIAGNSOTICS/ FOUND WHEN IN DRIVE TRS READCIRCUIT A ([redacted]) READS CLOSED WHEN IT SHOULDREAD OPEN/ PERFORMED CONTINUITY BETWEEN TRSCONNECTOR AND TCM AND FOUND NO CONTINUITY INCIRCUIT T1/ INSPECTED INLINE CONNECTOR XY107AAND FOUND PINS FOR CIRCUIT T1 TO BE CORRODED/REQUIRES BOTH MALE AND FEMALE CONNECTORS/REPLACED BOTH CONNECTORS AND FAILED WIRES/CLEARED DTC, TEST DROVE VEHICLE AND VERIFIEDREPAIRS/ COLD SOAKED VEHICLE OVERNIGHT ANDTEST DROVE AGAIN/ NO FURTHER ISSUES AT THISTIME/ 2.0 CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON,PLEASE CHECK AND ADVISE. RENTAL VEHICLE RENTAL/LOANER RENTAL VEHICLE MISC. SHOP CHARGES PERFORM COMPLIMENTARY VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIAGNOSE CHECK ENGINE LIGHT [CUSTOMER STATES THE CEL IS ON AND THE VEHICLE WIL L NOT SHIFT PAST [redacted], PLEASE CHECK AND ADVISE.]

(Claim) Cause:

VERIFIED CUSTOMER CONCERN/ SCANNED VEHICLE AND FOUND [redacted] ACTIVE/ PERFORMED DIAGNSOTICS/ FOUND WHEN IN DRIVE TRS READ CIRCUIT A (T1) READS CLOSED WHEN IT SHOULD READ OPEN/ PERFORMED CONTINUITY BETWEEN TRS CONNECTOR AND TCM AND FO UND NO CONTINUITY IN CIRCUIT T1/ INSPECTED INLINE CONNECTOR [redacted] AND FOUND PINS FOR CIRCUIT T1 TO BE CORRODED/ REQUIRES [redacted] MALE AND FEMALE CONNECTOR S/ / 2.0

(Claim) Correction:

REPLACED [redacted] CONNECTORS AND FAILED WIRES/ CLEARED DTC, TEST DROVE VEHICLE A ND VERIFIED REPAIRS/ COLD SOAKED VEHICLE OVERNIGHT AND TEST DROVE AGAIN/ NO FURTHER ISSUES 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***	[redacted]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	7[redacted]
Address	1481 W RIVERDALE RD , RIVERDALE, UT 84405				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	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, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUST STATES MIL LIGHT IS ON AND [redacted] JUMPED INTO NUETRAL ON FREEWAY WHEN DRIVING CUST STATES THE [redacted] WILL NOT GO INTO HAUL MODE NOW PLEASE CHECK AND ADVISE CUST STATES WHEN DRIVING THE RADIO WILL TURN ITSELF UP PLEASE CHECK AND ADVISE CUST STATES THE [redacted] HAS HIGH RPMS AND MAYBE IN LIMP MODE

(RO) Cause:

E E E

(RO) Correction:

[redacted] inspected and found code [redacted]. testdrove and found no forward gears but reverseoperational. check fluid level and foundgood. removed pan and found no debris. foundtsb [redacted]. parts for tsb unavailable.ordered transmission. removed and replacedtransmission. filled fluid and performedquick learn. test drove. transmission has allgears and no codes reset. complete. [redacted]3.9hrs [redacted] [redacted] +diag [redacted] +diag to [redacted] to [redacted] Engine [redacted] Software update for radioimprovements. Updated radio. Engine [redacted] [redacted] - Gear 1 Shift IncorrectRatio (This DTC will set during a key cycleand shifting intoDrive). B: [redacted] Afor this concern. Parts are on backorder. Newtrans assembly available. Installed new transand topped off fluid level. Road test ok. Engine

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES MIL LIGHT IS ON AND VEHILCE JUMPED INTO NUETRAL ON FREEWAY WHEN D RIVING CUST STATES THE VEHILCE WILL NOT GO INTO HAUL MODE NOW

(Claim) Cause:

INSPECTED AND FOUND [redacted]. TEST DROVE AND FOUND NO FORWARD GEARS BUT REV ERSE OPERATIONAL. CHECK FLUID LEVEL AND FOUND GOOD. REMOVED PAN AND FOUND NO DEBRIS. FOUN[redacted]. PARTS FOR [redacted] UNAVAILABLE. ORDERED TRANSMISSION

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION. FILLED FLUID AND PERFORMED QUICK LEARN. TE ST DROVE. TRANSMISSION HAS ALL GEARS AND NO CODES RESET. COMPLETE

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$1,504.55	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	3		185.70	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	$189.00
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		185.70	$189.00
[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]	FLUID AFT	3		185.70	[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	X	[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	3		185.70	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CRUISE SHUT OFF AND NOTICED CHECK ENGINE LIGHT WAS ON AND VEHICLE HAD NO POWER AND CAME TO A STOP. PLAYED WITH SHIFTER AND [redacted] SELECTOR AND TRANS MADE A HARSH SHIFT INTO GEAR AND WAS ABLE

TO DRIVE OFF HWY AND THEN WAS TOWED Recall Customer Satisfaction Notification 1 [redacted] Ram Heavy Duty Grid Heater Relay (Recall Customer Satisfacti on Notification 1)

(RO) Cause:

VERIFIED CUSTOMER CONCERN OF TRANSMISSION IN [redacted] MODE. [redacted] HAD [redacted] AND [redacted] CODES AS ACTIVE. FOUND SERVICE BULLETIN [redacted] SNAP RING DISLODGED. REMOVED TRANSMISSION FROM TRUCK AND REMOVED THE PUMP FROM THE TRANSMISSION AND FOUND THE K1 SNAP RING STAYED IN THE TRANSMISSION WHEN REMOVING THE HUB. PER SERVICE BULLETIN ORDER THE K1 INPUT SHAFT ASSEMBLY AND TORQUE CONVERTER BOLTS. INSTALLED THE NEW INPUT ASSEMBLY AND VERIFIED THE ENDPLAY TO BE WITHIN SPECS. INSTALLED TRANSMISSION INTO TRUCK AND FILLED FLUID TO THE FULL MARK ON THE DIPSTICK. PERFORMED A QUICK LEARN AND THEN RECALL

(RO) Correction:

INSTALLED THE NEW INPUT ASSEMBLY AND VERIFIED THE ENDPLAY TO BE WITHIN SPECS. INSTALLED TRANSMISSION INTO TRUCK AND FILLED FLUID TO THE FULL MARK ON THE DIPSTICK. PERFORMED A QUICK LEARN AND THEN DROVE TRUCK FOR [redacted]. AT THIS TIME THE TRANSMISSION IS OPERATING AS DESIGNED PERFORM RECALL AS REQUIRED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CRUISE SHUT OFF AND NOTICED CHECK ENGINE LIGHT WAS ON AND VEH ICLE HAD NO POWER AND CAME TO A STOP.

(Claim) Cause:

VERIFIED CUSTOMER CONCERN OF TRANSMISSION IN [redacted] MODE. [redacted] HAD [redacted] AND [redacted] AS ACTIVE. FOUND SERVICE BULLETIN [redacted] SNAP RING DISLODGED . REMOVED TRANSMISSION FROM TRUCK AND REMOVED THE PUMP FROM THE TRANSMISSION AND FOUND THE K1 SNAP RING STAYED IN THE TRANSMISSION WHEN REMOVING THE HUB . PER SERVICE BULLETIN ORDER THE K1 INPUT SHAFT ASSEMBLY AND TORQUE CONVERTE R BOLTS. INSTALLED THE NEW INPUT ASSEMBLY AND VERIFIED THE ENDPLAY TO BE WIT HIN SPECS. INSTALLED TRANSMISSION INTO TRUCK AND FILLED FLUID TO THE FULL M ARK ON THE DIPSTICK. PERFORMED A QUICK LEARN AND THEN

(Claim) Correction:

INSTALLED THE NEW INPUT ASSEMBLY AND VERIFIED THE ENDPLAY TO BE WITHIN SPECS. INSTALLED TRANSMISSION INTO TRUCK AND FILLED FLUID TO THE FULL MARK ON THE DIPSTICK. PERFORMED A QUICK LEARN AND THEN DROVE TRUCK FOR [redacted]. AT THIS TIME THE TRANSMISSION IS OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

[redacted]	[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	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**	DODGELAND OF [redacted]	[redacted]	66 [redacted]
Address	190 GREYSTONE BLVD , [redacted] , SC 29210				

Condition Information

Condition Code	LOP	LOP Desc	Failure	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 [redacted]	RELAY	1	X	55.38	$33.25 [redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) 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]	**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 ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[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]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[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]	FLUID AFT	2		[redacted]	[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 ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[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]	FLUID AFT	2		[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] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		146.18	$876.30

		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]	FLUID AFT	2		[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	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RECALL MULTI-POINT INSPECTION AUTOMATIC TRANSMISSION BODY & RELATED REPAIRS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE LOST FORWARD [redacted]

(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 COND TION THAT RESULTS IN NO FORWARD [redacted], ONLY REVERSE [redacted]. FOLLOWED PRECEDU RES IN TSB AND ORDERED RQUIRED PARTS AND PULLED TRUCK IN

(Claim) Correction:

[redacted] STARTED WITH THE REMOVAL OF THE DRIVESHAFTS FRONT AND REAR WITH [redacted] REAR, THEN CONTINUED WITH THE TRANSFER CASE SKID PLATE AND THEN THE CROSSM EMBER. NEXT REMOVED THE [redacted] CONVERTER BOLTS AND THEN THE TRANSMISSION ONC E TRANS WAS OUT DISSAMBLED AND INSTALLED NEW UPDATED PARTS FOLLOWING RRT GU IDELINES AND THEN REASSEMBLED IN REVERSE ORDER. ADDED FLUID AND ROAD TESTED FOR FINAL OPERATION AND IS OK AT THIS TIME

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]	[redacted]	[redacted]
Address	190 GREYSTONE BLVD , COLUMBIA, SC 29210				

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]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) [redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START (RSU 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) Emissions Recall [redacted] - [redacted] culate Matter Sensor (Recall Cus tomer Satisfaction Notification 3) Customer States THERE IS A FLUID LEAK FROM UNDER THE TRUCK (Automatic Transmission Concern)

(RO) Cause:

PERFORMED MULTIPOINT INSPECTION [redacted] ALREADY DONE PER CHRYSLER CAMPAIGN PER CHRYSLER CAMPAIGN TRANS LEAKS FROM BELLHOUSING.R&R TRANS TO INSPECT.NEEDS PUMP AND TORQUE CONVERTOR.LEAK COIMING FROM BETWEEN THE [redacted].

(RO) Correction:

PERFORMED COMPLIMENTARY MULTIPOINT INSPECTION. REPLACE GRID HEATER PER [redacted] RECALL RECALL ALREADY DONE. REPLACE TRANS ASSEMBLY,REMOVE PTO & PUMP,TRANSFER HYDRALIC FITINGS AND LINES.PERFORM QUICKLEARN AND ROAD TEST.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS A FLUID LEAK FROM UNDER THE TRUCK

(Claim) Cause:

TRANS LEAKS FROM BELLHOUSING.R&R TRANS TO INSPECT.NEEDS PUMP | | AND TORQUE CONVERTOR.LEAK COIMING FROM BETWEEN THE [redacted].

(Claim) Correction:

REPLACE TRANS ASSEMBLY,REMOVE PTO & PUMP,TRANSFER HYDRALIC | | FITINGS AND LINES.PERFORM QUICKLEARN AND ROAD TEST.

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]	**Zone**	[redacted]
Address	1580 E KING AVE HWY 40 E , KINGSLAND, GA 31548				

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]	LUBRICANT	[redacted]			
A	[redacted]		Transmission ; DEF equipped [redacted] pick-up only	[redacted]	FLUID AFT	[redacted]			
A	[redacted]		Transmission, Replace - automatic ; [redacted]	[redacted] CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]		Transmission, Replace - automatic ; [redacted]	[redacted] CHECK [redacted] SERVICE [redacted] SO	[redacted]	LUBRICANT	[redacted]			[redacted]
A	[redacted]		Transmission, Replace - automatic ; [redacted]	[redacted] CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	6		95.35	[redacted]
A	[redacted]		Transmission, Replace - automatic ; Skid plate equipped	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]		Transmission, Replace - automatic ; Skid plate equipped	[redacted]	LUBRICANT	[redacted]			
A	[redacted]		Transmission, Replace - automatic ; Skid plate equipped	[redacted]	FLUID AFT	6		95.35	$47.26
A	[redacted]2		Transmission, Replace - automatic ; Two piece propeller shaft equipped	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]2		Transmission, Replace - automatic ; [redacted] propeller shaft equipped	[redacted]	LUBRICANT	3		[redacted]	$23.63
A	[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped	[redacted]	FLUID AFT	6		95.35	$23.63
A	[redacted]		Transmission, Replace - automatic ; [redacted]WD equipped	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]		Transmission, Replace - automatic ;	[redacted]	LUBRICANT	[redacted]			

		[redacted] equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	6		95.35	$70.88

RO Narratives

(RO) Customer Concern:

C/S WHEN YOU PUT VEHICLE IN [redacted]R IT WILL NOT ACCELERATE

(RO) Cause:

[redacted] AND [redacted] 1 AND [redacted] INCORRECT RATIO. INTERNAL TRANSMISSION [redacted] FAILURE. RECOMMEND TRANSMISSION ASSEMBLY.

(RO) Correction:

REPLACED TRANSMISSION. ADDED TRANSMISSION FLUID TO SPECIFICATION. PERFORMED [redacted] QUICKLEARN PROCEDURE TO RELEARN VEHICLE ADAPTIVES AND [redacted]R SHIFTING. TEST DROVE TO VERIFY TRANSMISSION SHIFTING SMOOTHLY. VEHICLE SHIFTS AS SHOULD. CHECKED FOR DIAGNOSTIC TROUBLE CODES AFTER TEST DRIVE. NO CODES. CHECKED FOR ANY TRANSMISSION LEAKS. NO LEAKS. REPAIR COMPLETE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WHEN YOU PUT VEHICLE IN [redacted] IT WILL NOT ACCELERATE

(Claim) Cause:

[redacted] AND [redacted] 1 AND [redacted] INCORRECT RATIO. PER TECH REP [redacted] BERRY THERE [redacted] BROKEN SNAP RING IN TRANS. ADVISED TRANSMISSIO N REPLACEMENT AND SENT TRANSMISSION DIRECT.

(Claim) Correction:

REPLACED TRANSMISSION. ADDED TRANSMISSION FLUID TO SPECIFICATION. PERFORMED [redacted] QUICKLEARN PROCEDURE TO RELEARN VEHICLE ADAPTIVES AND [redacted] SHIFTING. TEST DROVE TO VERIFY TRANSMISSION SHIFTING SMOOTHLY. VEHICLE SHIFTS AS SHOULD. CH ECKED FOR DIAGNOSTIC TROUBLE CODES AFTER TEST DRIVE. NO CODES. CHECKED FOR AN Y TRANSMISSION LEAKS. NO LEAKS. REPAIR COMPLETE.

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**	$7,958.25	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]		**Name**	[redacted]
Address	9101 SPUR 580 WEST , FORT WORTH, TX 76116		

Condition Information

Condition [redacted]		Desc	Failure [redacted]	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]	COOLER	[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]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[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	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		255.15	$72.37
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate			[redacted]	FLUID AFT	4		58.62	$72.37

		equipped								
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	FLUID AFT	[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]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		24.83	$325.67
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[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		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	4		[redacted]	

RO Narratives

(RO) Customer Concern:

During test drive after TSB repair check engine light came o n and transmission seems to slip (Automatic Transmission Con cern) recall [redacted]

(RO) Cause:

TEST [redacted] GEAR RATIOERROR IN 2ND.FOUND INTERNAL CLUTCH DAMAGE.

(RO) Correction:

REPLACE TRANS ASSEMBLY WITH REMAN UNIT.REPLACE TRANS COOLER AND BY PASSVALVE.FILL FLUID TO LEVEL AND TEST OK. PART ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DURING TEST DRIVE AFTER TSB REPAIR CHECK ENGINE LIGHT CAME O N AND TRANSMISSI ON SEEMS TO SLIP (AUTOMATIC TRANSMISSION CON CERN)

(Claim) Cause:

TEST [redacted] GEAR RATIOERROR IN 2ND.FOUND INTERNAL CLUTCH DAMAGE.

(Claim) Correction:

REPLACE TRANS ASSEMBLY WITH REMAN UNIT.REPLACE TRANS COOLER AND BY PASSVALVE. FILL FLUID TO LEVEL AND TEST OK.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD3L64 - RAM 3500 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	$1,332.57	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TUBE ASSY	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	COOLER	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Lines, transmission [redacted] torque converter [redacted] cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	[redacted]	1		196.40	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	TUBE ASSY	1		323.36	[redacted]
A	[redacted]	Lines, transmission [redacted] converter [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	COOLER	1		306.77	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	TRANSMISS	1	X	9990.90	[redacted]
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	[redacted]	1		196.40	[redacted]
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	TUBE ASSY	1		[redacted]	

A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; [redacted] time			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; [redacted] time			[redacted]	[redacted]				[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	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:
IMPROPER GEAR RATIO IN [redacted] AND VEHICLE IN LIMP IN.

(Claim) Cause:
[redacted] AND [redacted] METAL IN PAN, NO EXTERNAL LEAKS. NEEDS TRANSMISSION.

(Claim) Correction:
REPLACED TRANSMISSION, COOLER, AND LINES. CLEARED CODES AND ROAD TEST. OPERATI NG AS DESIGNED.

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	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	[redacted]	***Desc***	[redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A [redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	64.35 [redacted]	$35.51 [redacted]

RO Narratives

(RO) Customer Concern:
RECALL

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

[redacted]	[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	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	49.98	$25.60 [redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer Statestruck quit pulling completely whiledriving, transmission was just recently replaced] [redacted] [redacted] 22MY DJD2DDDP TRUCK [redacted] CUMMINS NO START **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

NA

(RO) Correction:

[redacted] trnasmission failure lops in story 850codes [redacted] and [redacted] transmissionfailure causing flywheel to come apart anddamage rear transmission adapter, starter andhousing of transmission. remove transmissionpan to find debris in pan. remove and replacetransmission, transmission lines and cooler,replace transmission to motor adapter plate,flywheel, and starter. lops [redacted] 3.9hr21000169 [redacted] 0.4hr212762 [redacted] 0.7hr [redacted] 1.8hr21000900 1hr General Concern #1 [Customer States truck quit pulling completely while driving, transmission was just recently replaced] [redacted] 20 remove andreplace starter nut per [redacted] 22MY DJD2DDDP TRUCKS [redacted] CUMMINS NO START **] PERFORM OPEN RAPID RESPONCE - - - [redacted] recall [redacted] remove andreplace intake air grid heater relay RECALL - - -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] 22MY DJD2DDDP TRUCKS TRUCK QUIT PULLING COMPLETELY WHILE DRIVING, TRANSMISSION WAS JUST RECENTLY R EPLACED

(Claim) Cause:

[redacted] 22MY DJD2DDDP TRUCKS [redacted] ACTIVE TRANSMISSION FAILURE CAUSING FLYWHEEL TO COME APART AND DAMAGE R EAR TRANSMISSION ADAPTER, STARTER AND HOUSING OF TRANSMISSION. REMOVE TRANSMI SSION PAN TO FIND DEBRIS IN PAN. REMOVE AND REPLACE TRANSMISSION, TRANSMISSIO N LINES AND COOLER

(Claim) Correction:

REMOVE AND REPLACE STARTER NUT PER [redacted] REPLACE TRANSMISSION TO MOTOR ADAPTER PLATE, FLYWHEEL, AND STARTER

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted]	[redacted]	CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted]	TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]	[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***	BETTENHAUSEN MOTOR SALES INC	***Zone***	[redacted]
Address	17514 S OAK PARK , TINLEY PARK, IL 60477				

Condition Information

Condition	[redacted]	***Desc***	***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)	[redacted]	RELAY	1	X	[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 4)

(RO) Cause:

RECALL

(RO) Correction:

RECALL 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] CREW 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***	[redacted]	[redacted]	[redacted]00	***Total Paid***	[redacted]

Dealer Information

[redacted]	68680	***Name***	[redacted]	***Zone***	6[redacted]
[redacted]	3440 S PINE STREET , OCALA, FL 34471				

Condition Information

Condition		***Desc***	***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	[redacted] ***Expense***
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted]

(RO) Cause:

NA

(RO) Correction:

Module, [redacted] ([redacted]) - ReprogramModule, [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

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] CREW 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 OF PARAMUS INC	[redacted]	NEW YORK
Address	315 ROUTE 4 WEST , PARAMUS, NJ 07652				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]2	Sensor, diesel exhaust - temperature ; 6.7 liter diesel - In diesel particulate filter - Rear	ML	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	[redacted]		129.57	$78.52
B	[redacted]4	Sensor, diesel exhaust - temperature ; 6.7 liter diesel - In Diesel Particulate Filter- front	ML	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	[redacted]		131.99	$78.52
C	24650102	Core, heater ; Front unit-Air conditioning equipped- HD Trucks Only	65	LEAKS	[redacted]	[redacted]Z	1		25.00	$824.46
C	24650102	Core, heater ; Front unit-Air conditioning equipped- HD Trucks Only	65	LEAKS	[redacted]	CORE	1	X	[redacted]	
C	24650168	Core, heater ; Dual Battery Equipped			[redacted]	[redacted]	1		25.00	$117.78
C	24650168	Core, heater ; Dual Battery Equipped			[redacted]	CORE	1	X	111.90	$117.78

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK [redacted] LIGHT IS ON CHECK AND ADVISE CUSTOMER STAETS THAT THE VEHICLE ONLY GOES IN REVERSE PLEASE CHECK AND ADVISE CUSTOMER STATES THERE IS A COOLANT SMELL COMING FROM VEHICLE CHECK [redacted] RECALL [redacted] SERVICE UP-TO-DATE.

(RO) Cause:

CHECK FOR DTC FOUN[redacted], [redacted] FOUNDTEMP SENSORS SHORETDE OUT INTERNAL TRANS IS SLIPPING INFIRST GEAR CHECK FOR DTC FOUN[redacted] AND [redacted] INTERNAL TO TRANS. check vehicle out for leak found heater core leaking causingissie.

(RO) Correction:

[redacted] CHECK FOR DTC FOUND 2 [redacted], [redacted] T[redacted] SENSORS SHORETDE OUT INTERNALREPLACE [redacted] T[redacted] SENSORS ROAD TEST FO[redacted], diesel exhaust - temperature - Replace [redacted] diesel - In diesel particulate filter - Rear(2 - Skilled) Sensor, diesel exhaust - temperature - Replace [redacted] diesel - In Diesel Particulate Filter- front(2 - Skilled) [redacted] [redacted]S IS SLIPPING IN [redacted] CHECKFOR DTC FOUN[redacted] AND [redacted] INTERNAL TO[redacted]. REMOVE [redacted] OUT OF VEHICLE ANDREPLACE WITH NEW [redacted] [redacted] ALSO REPLACE[redacted] COOLER DUE [redacted]. PERFORM AQUICK LEARN AND ROAD TEST FO[redacted], Replace - automatic - Replace [redacted] (3 - HighlySkilled) [redacted] [redacted] [redacted] NOTE NOTE NOTE [redacted] check vehicle out for leak found heatercore leaking causing issie. DRAIN COOLANT,EVACUATE SYSTEM OF [redacted]. DISASSEMBLE DASHBOARD REMOVE BOX AND REPLACE HEATER CORE,ASSEMBLE BACK TOGETHER VACUUM AND CHARGE WITH[redacted] FILL WITH [redacted] ROAD TEST VEHICLE. Core, heater - Test and Replace Front unit-Air conditioning equipped- HDTrucks Only (2 - Skilled)[redacted] INOP NOTE [redacted] RECALL PART ON BACK ORDER AT THISTIME DIAGNOSIS SERVICE UP-TO-DATE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON CHECK AND ADVISE CAUSE: CHECK FOR DT CUSTOMER STATES THERE IS A COOLANT SMELL COMING FROM VEHICLE CHECK AND ADISE CAUSE: CHECK VEHICLE OUT FOR LEAK FOUND HEATER CORE LEAKING CAUSING ISSIE. C FOUND 2 [redacted], [redacted] T[redacted] SENSORS SHORETDE OUT INTERNAL

(Claim) Cause:

[redacted] ([redacted] [redacted]): [redacted] CHECK VEHICLE OUT FOR LEAK FOUND H [redacted] ([redacted] [redacted]): [redacted] CHECK FOR DTC FOUND 2 [redacted], [redacted] T[redacted] SENSORS SHORETDE OUT INTERNAL REPLACE [redacted] T[redacted] SENSORS ROAD TEST EATER CORE LEAKING CAUSING ISSIE. DRAIN COOLANT, EVACUATE SYSTEM OF [redacted]. DI FOR [redacted]. ********** SASSEMBLE DASH BOARD REMOVE BOX AND REPLACE HEATER CORE, ASSEMBLE BACK TOGETH ER VACUUM AND CHARGE WITH [redacted]N FILL WITH [redacted] ROAD TEST VEHICLE.

(Claim) Correction:

[redacted] 1 ([redacted] [redacted]): [redacted] CHECK FOR DTC FOUND 2 [redacted], [redacted] T[redacted] SENSORS SHORETDE OUT INTERNAL REPLACE [redacted] T[redacted] SENSORS ROAD TEST [redacted] 1 ([redacted] [redacted]): [redacted] CHECK VEHICLE OUT FOR LEAK FOUND H FO[redacted]. ********** EATER CORE LEAKING CAUSING ISSIE. DRAIN COOLANT, EVACUATE SYSTEM OF [redacted]. DI SASSEMBLE DASH BOARD REMOVE BOX AND REPLACE HEATER CORE, ASSEMBLE BACK TOGETH ER VACUUM AND CHARGE WITH [redacted]N FILL WITH [redacted] ROAD TEST VEHICLE.

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	$1,265.88	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		48.31	$110.08
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	1		47.42	$110.08
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		51.19	$110.08
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		53.85	$110.08
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	1		37.67	$110.08
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		74.68	$110.08
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		94.18	$110.08
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	FLUID AFT	5		94.18	$110.08
A	21000169	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1626.54	$110.08
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		230.46	$110.08
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	1		44.98	$110.08
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	[redacted]	1		48.31	$220.15
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	[redacted]	1		47.42	$220.15
[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			68253815AA	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	7		[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]	[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]	FLUID AFT	5		[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			68637534AA	CLUTCHKIT	1	X	[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]	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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate 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]	BOLT	7		[redacted]	

		[redacted]C ; Skid plate equipped								
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]	
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	5		[redacted]	
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 ; 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]	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]	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]	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]	BOLT	7		[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GREASE	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
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] 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]	[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		48.31	[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]	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]	[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		53.85	[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]	RACE	1		37.67	[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]		7		37.23	[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		36.79	[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]	BOLT	4		36.79	[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]	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	[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]	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]	HUB	[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:

PERFORM [redacted]-POINT INSPECTION [redacted] Ram Heavy Duty Grid Heater Rel Tow in while driving customer heardand felt loud clunk then the check check engine light came on and the vehicle would not drive. Just rev.

(RO) Cause:

Confirmed concern, transmission slipping. Connected scan tool and retrieved DTC's [redacted], [redacted] transmission failure, need to remove disassemble and inspect.

(RO) Correction:

PERFORM [redacted]-POINT INSPECTION PERFORM MULTI POINT INSPECTION [redacted] not available at this time. [redacted] Ram Heavy Duty Grid Heater Rel Removed transmission , [redacted] equipped, [redacted] driveshaft, skid plate, DEF equipped.Disassembled and found K1 clutch snap ringdislodged. Replaced [redacted] clutch kit andcomponents necessary. Assembled andinstalled, filled with [redacted] ASRC ATF.Cleared DTC's, performed quick learn. Testdrove vehicle, transmission shifts properly. Tow in Repair transmission Tow in General Repair Request - Used for [redacted] Service

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW IN WHILE DRIVING CUSTOMER HEARD AND FELT LOUD CLUNK THEN THE CHECK CHECK E NGINE LIGHT CAME ON AND THE VEHICLE WOULD NOT DRIVE. JUST REV.

(Claim) Cause:

CONFIRMED CONCERN, TRANSMISSION SLIPPING. CONNECTED SCAN TOOL AND RETRIEVED DT C'S [redacted], [redacted]. INTERNAL TRANSMISSION FAILURE, NEED TO REMOVE DISASSEMB LE AND INSPECT. PERFORM SERVICE BULLETIN 21-002-23 REV. A

(Claim) Correction:

REMOVED TRANSMISSION , [redacted] EQUIPPED, [redacted] DRIVESHAFT, SKID PLATE, DEF EQU IPPED. DISASSEMBLED AND FOUND K1 CLUTCH SNAP RING DISLODGED. REPLACED K1 C LUTCH KIT AND COMPONENTS NECESSARY. ASSEMBLED AND

INSTALLED, FILLED WITH [redacted] ASRC ATF. CLEARED DTC'S, PERFORMED QUICK LEARN. TEST DROVE VEHICLE, T
RANSMISSION SHIFTS PROPERLY.

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	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	175 ROUTE [redacted], EAST HANOVER, NJ 07936		

Condition Information

Condition	[redacted]	***Failure***	***Failure Desc***	[redacted] ***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)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CS VEHICLE TOWED IN DUE TO NO FORWARD GEARS - ONLY REVERSE W ORKS - ADVISE (General Concern 1) (Multi-point inspection according to maintenance interval) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

RECALL

(RO) Correction:

FOUND TRANS IN LIMP MODE - SCANNED FOR CODES - FOUND GEAR 1 INCORRECT RATIO - SHIFT LEVER TEST - PASSED - CHECKED FLUID LEVEL - FULL AND SMELLS OK - LINE PRESSURE TEST - [redacted] RUNNING AND IN GEAR - DRAINED TRANS AND REMOVED PAN - NO MAJOR DEBRIS - REMOVED VALVE BODY AND AIR CHECKED - TRANS CLUTCHES HOLDING BUT HAVE SOME AIR LOSS ON K CLUTCH SIDE - DISCONNECTED BATTERY, REMOVED SHAFT, SKID PLATE AND T CASE, AND TRANS - TOOK TRANS APART AND INSPECTED ALL CLUTCHES AND SEALS IN B [redacted] OK AND CLUTCHES NOT LEAKING AIR - TOOK FRONT [redacted] APART AND INSPECTED - FOUND MAIN INPUT SHAFT HAS SCORING AND SEALS LOOK WORN ALSO NOT SEALING PROPERLY- TOOK CLUTCHES APART AND FOUND K1 BURNT- K3 IN TACT - REPLACED FRONT INPUT SHAFT WITH K1 CLUTCH AND SEALING RINGS AND INSTALLED INTO CASE - REASSEMBLED TRANS AND DID AIR CHECK AGAIN ON BENCH - NO AIR LOSS-RE INSTALLED VALVE BODY AND NEW FILTER- REINSTALLED TRANS AND MADE ALL CONNECTIONS- INSTALLED OTHER NEEDED PARTS - DROVE ON LIFT -OK - DID TCM UPDATE AND QUICK LEARN TO SET CLUTCHES - ROAD TESTED [redacted] AND MADE 10 UP AND DOWN SHIFTS AND NOW OPERATING AS DESIGNED PERFORMED INSPECTION AS REQUESTED PERFORMED RECALL AS REQUESTED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS VEHICLE TOWED IN DUE TO NO FORWARD GEARS - ONLY REVERSE W ORKS - ADVISE (G ENERAL CONCERN 1)

(Claim) Cause:

FOUND TRANS IN LIMP MODE - SCANNED FOR CODES - FOUND GEAR 1 INCORRECT RATIO - SHIFT LEVER TEST - PASSED - CHECKED FLUID LEVEL - FULL AND SMELLS OK - LI NE PRESSURE TEST - [redacted] RUNNING AND IN GEAR - DRAINED TRANS AND REMOVED PAN - NO MAJOR DEBRIS - REMOVED VALVE BODY AND AIR CHECKED - TRANS CLUTCHES HOL DING BUT HAVE SOME AIR LOSS ON K CLUTCH SIDE - DISCONNECTED BATTERY, REMOVED SHAFT, SKID PLATE AND T CASE, AND TRANS -

(Claim) Correction:

TOOK TRANS APART AND INSPECTED ALL CLUTCHES AND SEALS IN [redacted]- OK AND CLUTCHES NOT LEAKING AIR - TOOK FRONT [redacted] AND INSPECTED - FOUND MAI N INPUT SHAFT HAS SCORING AND SEALS LOOK WORN ALSO NOT SEALING PROPERLY- TOO K CLUTCHES APART AND FOUND K1 BURNT- K3 IN TACT - REPLACED FRONT INPUT SHAFT WITH K1 CLUTCH AND SEALING RINGS AND INSTALLED INTO CASE - REASSEMBLED TRANS AND DID AIR CHECK AGAIN ON BENCH - NO AIR LOSS-RE INSTALLED VALVE BODY AND N EW FILTER- REINSTALLED TRANS AND MADE ALL [redacted]- INSTALLED OTHER NEEDED PARTS - DROVE ON LIFT -OK - DID TCM UPDATE AND QUICK LEARN TO SET CLUTCHES - ROAD TESTED [redacted] AND MADE 10 UP AND DOWN SHIFTS AND NOW OPERATING AS DESI GNED

Warranty Claim Report

Vehicle Information

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

Claim 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 OF PARAMUS INC	[redacted]	NEW YORK
Address	315 ROUTE 4 WEST , PARAMUS, NJ 07652				

Condition Information

Condition [redacted]			Failure	Failure 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]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	COOLER	1		255.18	[redacted]
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		255.18	$39.26
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]				TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 [redacted]				COOLER	1		255.18	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STAETS THAT THE VEHICLE ONLY GOES IN REVERSE PLEASE CHECK AND ADVISE CAUSE: [redacted]S IS SLIPPING IN [redacted] FOR DTC FOUN[redacted] AND [redacted] INTERNAL TO [redacted] [redacted] [redacted]MISSION, REPLA

(Claim) Cause:

SION 1 ([redacted]): [redacted] IS SLIPPING IN [redacted] FOR DTC FOUN[redacted] AND [redacted] INTERNAL TO [redacted]. REMOVE [redacted] OUT OF VEHIC LE AND REPLACE WITH NEW [redacted] PERFORM A QUICK LEARN AND ROAD TEST FO[redacted] ([redacted]): [redacted] IS SLIPPING IN [redacted] FOR DTC FOUN[redacted] AND [redacted] INTERNAL TO [redacted]. REMOVE [redacted] OUT OF VEHICLE AND REPLACE WITH NEW [redacted] ALSO REPLACE [redacted] COOLER DUE METAL IN [redacted]. PERFORM A QUICK LEARN AND ROAD TEST FOR [redacted]. ********** **********

(Claim) Correction:

SION 1 ([redacted]): [redacted] IS SLIPPING IN [redacted] FOR DTC FOUN[redacted] AND [redacted] INTERNAL TO [redacted]. REMOVE [redacted] OUT OF VEHIC LE AND REPLACE WITH NEW [redacted] PERFORM A QUICK LEARN AND ROAD TEST FO[redacted] ([redacted]): [redacted] IS SLIPPING IN [redacted] FOR DTC FOUN[redacted] AND [redacted] INTERNAL TO [redacted]. REMOVE [redacted] OUT OF VEHICLE AND REPLACE WITH NEW [redacted] ALSO REPLACE [redacted] COOLER DUE METAL IN [redacted]. PERFORM A QUICK LEARN AND ROAD TEST FOR [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]	**Total Paid**	[redacted]

Dealer Information

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

[redacted] 175 ROUTE 10 , EAST HANOVER, NJ 07936

Condition 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 ; 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]	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]	
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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	4		[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]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEALER	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	2		[redacted]	[redacted]
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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	CLUTCHKIT	1	X	1244.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SEAL RING	4		[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		31.02	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	GASKET	1		37.89	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BOLT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SEALER	1		9.75	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -	19	CLUTCH DEFECT	[redacted]	FLUID AFT	6		[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]	FLUID AFT	2		116.79	$908.34
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	FILTER	1		125.61	$908.34
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	GASKET	1		50.68	$908.34
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	[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			68244579AA	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	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	7		[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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEALER	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	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FILTER	1		125.61	$187.93

		[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 ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[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]	SEAL RING	1		[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]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	7		[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		57.12	$46.98
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]	SEALER	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	2		[redacted]	[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]	GASKET	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]	SEAL RING	4		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted] RING	1		[redacted]	[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] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	7		[redacted]	[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 ; [redacted] propeller shaft equipped			[redacted]	GREASE	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]	[redacted]ER	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	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[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]	[redacted] RING	4		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted] RING	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in			[redacted]	GASKET	1		[redacted]	

		conjunction with appropriate repair Labor Operation.								
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	7		[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]	GREASE	1		[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]	SEALER	1		9.75	$234.92
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.			05189977AD	FLUID AFT	[redacted]			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68224232AA	FILTER	[redacted]			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68214914AA	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CS VEHICLE TOWED IN DUE TO NO FORWARD GEARS - ONLY REVERSE W ORKS - ADVISE (General Concern 1) (Multi-point inspection according to maintenance interval) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

REC[redacted]

(RO) Correction:

FOUND TRANS IN LIMP MODE - SCANNED FOR CODES - FOUND GEAR 1 INCORRECT RATIO - SHIFT LEVER TEST - PASSED - CHECKED FLUID LEVEL - FULL AND SMELLS OK - LINE PRESSURE TEST - [redacted] RUNNING AND IN GEAR - DRAINED TRANS AND REMOVED PAN - NO MAJOR DEBRIS - REMOVED VALVE BODY AND AIR CHECKED - TRANS CLUTCHES HOLDING BUT HAVE SOME AIR LOSS ON K CLUTCH SIDE - DISCONNECTED BATTERY, REMOVED SHAFT, SKID PLATE AND T CASE, AND TRANS - TOOK TRANS APART AND INSPECTED [redacted] CLUTCHES AND SEALS IN B [redacted] - OK AND CLUTCHES NOT LEAKING AIR - TOOK FRONT [redacted] AND INSPECTED - FOUND MAIN INPUT SHAFT HAS SCORING AND SEALS LOOK WORN ALSO NOT SEALING PROPERLY- TOOK CLUTCHES APART AND FOUND K1 BURNT- K3 IN TACT - REPLACED FRONT INPUT SHAFT WITH K1 CLUTCH AND SEALING RINGS AND INST[redacted]ED INTO CASE - REASSEMBLED TRANS AND DID AIR CHECK AGAIN ON BENCH - NO AIR LOSS-RE INST[redacted]ED VALVE BODY AND NEW FILTER- REINST[redacted]ED TRANS AND MAD[redacted] CONNECTIONS- INST[redacted]ED OTHER NEEDED PARTS - DROVE ON LIFT -OK - DID [redacted] UPDATE AND QUICK LEARN TO SET CLUTCHES - ROAD TESTED [redacted] AND MADE [redacted] AND DOWN SHIFTS AND NOW OPERATING AS DESIGNED PERFORMED INSPECTION AS REQUESTED PERFORMED REC[redacted] AS REQUESTED

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CS VEHICLE TOWED IN DUE TO NO FORWARD GEARS - ONLY REVERSE W ORKS - ADVISE (G ENERAL CONCERN 1)

(Claim) Cause:

FOUND TRANS IN LIMP MODE - SCANNED FOR CODES - FOUND GEAR 1 INCORRECT RATIO - SHIFT LEVER TEST - PASSED - CHECKED FLUID LEVEL - FULL AND SMELLS OK - LI NE PRESSURE TEST - [redacted] RUNNING AND IN GEAR - DRAINED TRANS AND REMOVED PAN - NO MAJOR DEBRIS - REMOVED VALVE BODY AND AIR CHECKED - TRANS [redacted] HOL DING BUT HAVE SOME AIR LOSS ON K CLUTCH SIDE - DISCONNECTED BATTERY, REMOVED SHAFT, SKID PLATE AND T CASE, AND TRANS -

(Claim) Correction:

TOOK TRANS APART AND INSPECTED ALL [redacted] AND SEALS IN [redacted] - OK AND [redacted] NOT LEAKING AIR - TOOK FRONT [redacted] APART AND INSPECTED - FOUND MAI N INPUT SHAFT HAS SCORING AND SEALS LOOK WORN ALSO NOT SEALING PROPERLY- TOO K [redacted] APART AND FOUND K1 BURNT- K3 IN TACT - REPLACED FRONT INPUT SHAFT WITH K1 CLUTCH AND SEALING RINGS AND INSTALLED INTO CASE - REASSEMBLED TRANS AND DID AIR CHECK AGAIN ON BENCH - NO AIR LOSS-RE INSTALLED VALVE BODY AND N EW FILTER- REINSTALLED TRANS AND MADE [redacted] - INSTALLED OTHER NEEDED PARTS - DROVE ON LIFT -OK - DID TCM UPDATE AND QUICK LEARN TO SET [redacted] - ROAD TESTED [redacted] AND MADE 10 UP AND DOWN SHIFTS AND NOW OPERATING AS [redacted] GNED

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	4200 PARKWAY PL SW , GRANDVILLE, MI 49418		

Condition Information

Condition			Failure	Failure	Number	Part Name	Part Quantity	Failed	[redacted] Expense	Expense
[redacted]		Transmission ; [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1130.29	$101.26
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]			[redacted]60.15	$101.26
[redacted]		Transmission ; [redacted] equipped pick-up only			[redacted]	[redacted]	1		31.26	$101.26
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	BEARING	1		33.57	$101.26
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	HUB	1		315.68	$101.26
[redacted]		Transmission ; [redacted] equipped pick-up only			[redacted]	SNAP RING	1		9.62	$101.26
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	GREASE	1		51.89	$101.26
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	SEAL RING	1		11.01	$101.26
[redacted]		Transmission ; [redacted] equipped pick-up only			[redacted]	[redacted]	1		10.70	$101.26
[redacted]		Transmission ; [redacted] equipped pick-up only			[redacted]	SEAL RING	1		6.31	$101.26
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		28.18	$101.26
A	21000169	Transmission ; [redacted] equipped pick-up only			[redacted]	GASKET	1		34.42	$101.26
[redacted]		Transmission ; [redacted] equipped pick-up only			[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		35.57	$101.26
[redacted]		Transmission ; [redacted] equipped pick-up only			[redacted]	[redacted]	1		26.18	$101.26
[redacted]		Transmission ; [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		37.42	$101.26
[redacted]		Transmission ; [redacted] equipped pick-up only			05189977AD	FLUID AFT	3		159.15	$101.26
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	BOLT	[redacted]			

		[redacted]C ; 4X4 equipped								
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			[redacted]	RACE	1		[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			68269568AB	SNAP RING	1		[redacted]	[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	[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]	
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			[redacted]	RACE	1		[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			68253815AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	CLUTCHKIT	1	X	[redacted]	

		[redacted]C ; [redacted] propeller shaft 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]	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 ; Two piece propeller shaft equipped			68254056AB	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			68269568AB	SNAP [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			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece 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			[redacted]	O[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68244638AA	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68085955AA	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]	RACE	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]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	3		[redacted]	

		[redacted]C ; [redacted] propeller shaft 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]	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		22.17	[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]	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]	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]	GREASE	1		51.89	[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		11.01	[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]	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]	
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		7.47	[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		26.18	$776.34
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]	RACE	1		37.42	$776.34
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		159.15	$776.34

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEHICLE WILL NOT ENGAGE INTO DRIVE

(Claim) Cause:

K1 CLUTCH DRUM SNAP RING.

(Claim) Correction:

CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY([redacted] S KILLED)2 - TRANSMISSION AND TRANSFER CASE 4.6 [redacted] PR OPELLER SHAFT EQUIPPED([redacted] SKILLED)2 - TRANSMISSION AND TRANSFE[redacted] EQUIPMENT [redacted] 4X4 PICK-UP ONLY([redacted] SKILLED)2 - TRANSMISSION AND TRANSFER [redacted] EQUIPPE D([redacted] SKILLED)2 - TRANSMISSION AND TRANSFER CASE [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted] PA[redacted]MUS INC	[redacted]	NEW YORK
Address	315 ROUTE 4 WEST , PA[redacted]US, NJ 07652				

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	[redacted]					
[redacted]		Core, heater ; Front unit-Air conditioning equipped- HD Trucks Only	65	LEAKS						[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS A COOLANT SMELL COMING FROM VEHICLE CHECK AND ADISE CAUSE: CHECK VEHICLE OUT FOR LEAK FOUND HEATER CORE LEAKING CAUSING ISSI

(Claim) Cause:

[redacted] ([redacted]): [redacted] CHECK VEHICLE OUT FOR LEAK FOUND H EATER CORE LEAKING CAUSING ISSIE. DRAIN COOLANT, EVACUATE SYSTEM OF [redacted]. DI SASSEMBLE DASH BOARD REMOVE BOX AND REPLACE HEATER CORE, ASSEMBLE BACK TOGETH ER VACUUM AND CHARGE WITH [redacted]N FILL WITH [redacted] ROAD TEST VEHICLE

(Claim) Correction:

VERSION 1 ([redacted]): [redacted] CHECK VEHICLE OUT FOR LEAK FOUND H EATER CORE LEAKING CAUSING ISSIE. DRAIN COOLANT, EVACUATE SYSTEM OF [redacted]. DI SASSEMBLE DASH BOARD REMOVE BOX AND REPLACE HEATER CORE, ASSEMBLE BACK TOGETH ER VACUUM AND CHARGE WITH [redacted] FILL WITH [redacted] ROAD TEST VEHICLE

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	3101 S JEFFERS ST , NORTH PLATTE, NE 69101				

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1245.30	$77.49
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	Transmission - [redacted] equipped pick-up only			05189966AD	FLUID AFT	8		115.37	$77.49
[redacted]	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]			[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]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	1245.30	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]				
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	3		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[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]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	LUBRICANT	3		[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] 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	8		56.33	[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	3		136.66	[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]

RO Narratives

(RO) Customer Concern:

Customer States couldnt get it into drive no power service 4x4 on

(RO) Cause:

[redacted] 1 SHIFT INCORRECT RATIOThe K1 clutch snap ring dislodged resulting in loss of torque transfer for lower gears 1 2 3 and 4.

(RO) Correction:

has fault code [redacted]. wont drive forward at all reverse gear is fine. no other dtcs. will sometimes move forward a tiny bit. guessing internal trans issue. have heard of snap rings popping loose. [redacted] for issue. transmission will need disassembled. transmission needs removed and disassembled made star case just in casehad to remove transmission. had to remove all driveshafts. skid plates. def tank. replaced k1 clutch kit. re installed all. filled transmission and t-case to proper levels test drove. all ok at this time.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES COULDNT GET IT INTO DRIVE, NO POWER, SERVICE 4X4 ON

(Claim) Cause:

[redacted]GEAR [redacted] INCORRECT RATIO THE K1 CLUTCH SNAP RING DISLODGED, RESU LTING IN LOSS OF TORQUE TRANSFER FOR LOWER GEARS 1, 2, 3 AND 4.

(Claim) Correction:

HAS FAULT CODE [redacted]. WONT DRIVE FORWARD AT ALL REVERSE [redacted] FINE. NO OTHER DTCS. WILL SOMETIMES MOVE FORWARD A TINY BIT. GUESSING INTERNAL TRANS ISSUE . HAVE HEARD OF SNAP RINGS POPPING LOOSE. TSB [redacted] FOR ISSUE. TRANSMI SSION WILL NEED DISASSEMBLED. TRANSMISSION NEEDS REMOVED AND DISASSEMBLED MADE STAR CASE JUST IN CASE HAD TO REMOVE TRANSMISSION. HAD TO REMOVE ALL DRI VESHAFTS. SKID PLATES. DEF TANK. REPLACED K1 CLUTCH KIT. RE INSTALLED ALL. F ILLED TRANSMISSION AND T-CASE TO PROPER LEVELS TEST DROVE. ALL OK AT THIS TIME .

Warranty Claim Report

Vehicle Information

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

Claim 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	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162				

Condition Information

Condition [redacted]	[redacted]	[redacted] Failure [redacted] Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only	[redacted]	CONVERTER	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]	COOLER	1		292.80	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only	[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only	[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for repair - [redacted] C ; Series	[redacted]	CONVERTER	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for repair - [redacted] C ; Series	[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for repair - [redacted] C ; Series	[redacted]	COOLER	1		292.80	[redacted]
[redacted]		Transmission, Remove and install for repair - [redacted] C ; Series	[redacted]	[redacted]			[redacted]4.15	[redacted]
[redacted]		Transmission, Remove and install for repair - [redacted] C ;	[redacted]	[redacted]			[redacted]8.98	[redacted]

		[redacted] Series								
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] equipped			[redacted]	CONVERTER	1	X	3919.68	$115.80
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] equipped			[redacted]	COOLER	1		292.80	$115.80
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	5		80.28	$0.00
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		292.80	$0.00

A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	CONVERTER	1	X	[redacted]	$347.40
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[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]	Torque converter - replace ; Torque converter-Replace- [redacted] TD Cummins w/ [redacted] [redacted] s (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD Cummins w/ [redacted] [redacted] s (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD Cummins w/ [redacted] [redacted] s (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD Cummins w/ [redacted] [redacted] s (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD Cummins w/ [redacted] [redacted] s (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	TOC ASSY	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	5		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	COOLER	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	TUBE	1		[redacted]	

A	[redacted]	Loaner Car ; Loaner Car			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CONVERTER	1	X	3919.68	$750.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	COOLER	1		292.80	$750.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TOC ASSY	1		[redacted]	[redacted]
B	[redacted]	Gasket, exhaust manifold ; [redacted] diesel engine - 2500/3500 Pick Up Only	65	LEAKS	[redacted]	GASKET	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] RSU [redacted] Nut, Starter- Replace [redacted] [redacted] RECALL [redacted] 20 Replace Relay, IntakeAir Heater [redacted] [redacted] [redacted] CUSTOMER STATES VEHICLE NOT SHIFTING AT TIMES 510 Found vehicle to have low powerand unable to shift at times with [redacted] dtcpresent. Removed transmission trs connectorfor testing on linear solenoid 6 and [redacted]. Verified no pin push out attransmission connector, xy107a connector,circuits not open, shorted to ground, shortedto voltage or shorted together. Found noissues on circuits at the tcm connector.Found transmission assembly had been replacedpreviously. Removed and replaced torqueconverter, filled transmission to appropriatefluid level, retested, test drove; no furtherissues [redacted] CUSTOMER STATES TRANSMISSIONOVERHEATING 250 Found transmission fluidlevel good and fluid condition ok. Foundtransmission fluid not flowing properlypossibly causing overheating condition.Removed and replaced transmission oil cooler,replaced transmission oil cooler lines andtoc valve assembly, retested; no furtherissues [redacted] CHECK [redacted] LIGHT ON Customerconcern corrected on line #C [redacted] CUSTOMER STATES ABS LIGHT AND TRACLIGHT ON [redacted] Found [redacted] and [redacted]-2F dtc'spresent. Removed right rear wheel speedsensor for inspection and found to be brokenwith wires exposed causing abs light to comeon. Removed and replaced right rear wheelspeed sensor; no further issues [redacted] CUSTOMER STATES SMOKE IS COMING FROM [redacted] AREA 440 Found smoke coming fromunder hood on right side of engine area.Found soot present around egr cooler andbypass connection. Cleaned area to locateexhaust leak. Found exhaust leak coming fromexhaust manifold gasket for cylinder 2 due tobroken gasket. Removed and replaced cylinder2 exhaust manifold gasket; no further issues

(RO) Technical Notes:

[redacted]-[redacted] PPORT RENTAL DAYS. PART [redacted] ORDERED ON [redacted] AND RECEIVED ON [redacted] WITH [redacted] [redacted] TO DIAG, TO REPAIR AND WEEKEND WE SHOULD GET PAID [redacted].

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SMOKE COMING FROM THE [redacted] THE CUSTOMER STATES ON [redacted] THE VEHICLE DID NOT WANT TO SHIFT. C HECK AND ADVISE.

(Claim) Cause:

FOUND SMOKE COMING FROM UNDER HOOD ON RIGHT SIDE OF [redacted] AREA. FOUND SOOT PR ESENT AROUND EGR COOLER AND BYPASS CONNECTION. CLEANED AREA TO LOCATE EXHAUS FOUND VEHICLE TO HAVE LOW POWER AND UNABLE TO SHIFT AT TIMES WITH [redacted] PR ESENT. REMOVED TRANSMISSION TRS CONNECTOR FOR TESTING ON LINEAR SOLENOID [redacted] LEAK. FOUND EXHAUST LEAK COMING FROM EXHAUST MANIFOLD GASKET FOR CYLINDER AND [redacted] [redacted]. VERIFIED NO PIN PUSH OUT AT TRANSMISSION CONNECTOR, XY107 2 DUE TO BROKEN GASKET A CONNECTOR, CIRCUITS NOT OPEN, SHORTED TO GROUND, SHORTED TO VOLTAGE OR SHO RTED TOGETHER. FOUND NO ISSUES ON CIRCUITS AT THE [redacted] CONNECTOR. FOUND TRANS MISSION ASSEMBLY HAD BEEN REPLACED PREVIOUSLY. FOUND

TRANSMISSION FLUID LEVE L GOOD AND FLUID CONDITION OK. FOUND TRANSMISSION FLUID NOT FLOWING PROPERLY POSSIBLY CAUSING OVERHEATING CONDITION.

(Claim) Correction:

REMOVED AND REPLACED CYLINDER [redacted] MANIFOLD GASKET; NO FURTHER ISSUES REMOVED AND REPLACED TORQUE CONVERTER, FILLED TRANSMISSION TO APPROPRIATE FLUI D LEVEL, RETESTED, TEST DROVE; NO FURTHER ISSUES.; REMOVED AND REPLACED TR ANSMISSION OIL COOLER, REPLACED TRANSMISSION OIL COOLER LINES AND TOC VALVE ASSEMBLY, RETESTED; NO FURTHER ISSUES

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	M - Mopar	**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	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Starter ; [redacted] diesel engine			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Starter ; 6.7 liter diesel engine			[redacted]	ADAPTER	1		962.92	$0.00
[redacted]		Starter ; 6.7 liter diesel engine			[redacted]	SEAL	1		22.20	$0.00
A	[redacted]4	Starter ; [redacted] diesel engine			[redacted]	STARTER	1		798.98	$0.00
[redacted]		Starter ; [redacted] diesel engine			[redacted]	FLYWHEEL	1		1462.68	$0.00
[redacted]		Starter ; 6.7 liter diesel engine			[redacted]	COOLER	1		235.56	$0.00
[redacted]4		Starter ; [redacted] diesel engine			68322506AB	TUBE ASSY	1		248.29	$0.00
[redacted]		Starter ; 6.7 liter diesel engine			[redacted]	TUBE	1		138.31	$0.00
[redacted]		Starter ; [redacted] diesel engine			CSSPZA31AA	INDICATOR	1		11.06	$0.00
A	[redacted]4	Starter ; [redacted] diesel engine			[redacted]	FLUID AFT	8		108.23	$0.00
A	[redacted]7	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	TRANSMISS	1	X	6883.67	$0.00
A	[redacted]7	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	ADAPTER	1		962.92	$0.00
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			68444855AA	STARTER	1		798.98	$0.00

A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine			CSSPZA31AA	INDICATOR	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Diesel Engine			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			68498557AB	TRANSMISS	1	X	[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Shaft			[redacted]	ADAPTER	1		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Shaft			68038153AA	SEAL	1		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			68444855AA	STARTER	1		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			[redacted]	FLYWHEEL	1		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive			[redacted]	TUBE	1		138.31	$0.00

		automatic transmission ; [redacted] Shaft								
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Shaft			CSSPZA31AA	INDICATOR	1		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Two Piece Propeller Shaft			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	6883.67	$76.80
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	SEAL	1		22.20	$76.80
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	STARTER	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLYWHEEL	1		[redacted]	$76.80
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		235.56	$76.80
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			CSSPZA31AA	INDICATOR	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	6883.67	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	ADAPTER	1		962.92	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	STARTER	1		798.98	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLYWHEEL	1		[redacted]	[redacted]
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]	TUBE ASSY	1		248.29	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	CSSPZA31AA	INDICATOR	1		11.06	[redacted]
A	[redacted]	Transmission, Replace - automatic ;	ML	CHECK [redacted] SERVICE	[redacted]	FLUID AFT	8		[redacted]	

		[redacted]		[redacted] SO						
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	6883.67	$25.60
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	STARTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLYWHEEL	1		1462.68	$25.60
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	INDICATOR	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	ADAPTER	1		962.92	$76.80
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	STARTER	1		798.98	$76.80
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE ASSY	1		248.29	$76.80
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	INDICATOR	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	8		108.23	$76.80

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]	ADAPTER	1		962.92	$89.60
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	STARTER	1		798.98	$89.60
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLYWHEEL	1		1462.68	$89.60
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		235.56	$89.60
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]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			CSSPZA31AA	INDICATOR	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	8		108.23	$89.60
A	[redacted]	Hose / tube, transmission oil cooler ; Jumper - [redacted] Frame Bundle			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Hose / tube, transmission oil cooler ; Jumper - [redacted] Frame Bundle			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Hose / tube, transmission oil cooler ; Jumper - [redacted] Frame Bundle			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Hose / tube, transmission oil cooler ; Jumper - [redacted] Frame Bundle			[redacted]	STARTER	1		[redacted]	
A	[redacted]	Hose / tube, transmission oil cooler ; Jumper - [redacted] Frame Bundle			[redacted]	FLYWHEEL	1		[redacted]	[redacted]
A	[redacted]	Hose / tube, transmission oil cooler			[redacted]	COOLER	1		[redacted]	

		; Jumper - [redacted] Frame Bundle								
A	[redacted]	Hose / tube, transmission oil cooler ; Jumper - [redacted] Frame Bundle			[redacted]	TUBE ASSY	1		[redacted]	[redacted]
A	[redacted]	Hose / tube, transmission oil cooler ; Jumper - [redacted] Frame Bundle			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Hose / tube, transmission oil cooler ; Jumper - [redacted] Frame Bundle			CSSPZA31AA	INDICATOR	1		[redacted]	
A	[redacted]	Hose / tube, transmission oil cooler ; Jumper - [redacted] Frame Bundle			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	STARTER	1		798.98	$230.40
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	COOLER	1		235.56	$230.40
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			CSSPZA31AA	INDICATOR	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	FLUID AFT	8		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer Statestruck quit pulling completely whiledriving, transmission was just recently replaced] [redacted] [redacted] DJD2DDDP TRUCK [redacted] CUMMINS NO START **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

NA

(RO) Correction:

[redacted] trnasmission failure lops in story 850codes [redacted] and p2757 active transmissionfailure causing flywheel to come apart anddamage rear transmission adapter, starter andhousing of transmission. remove transmissionpan to find debris in pan. remove and replacetransmission, transmission lines and cooler,replace transmission to motor adapter plate,flywheel, and starter. lops 21002712 3.9hr21000169 0.6hr 21002766 0.6hr [redacted] 0.4hr212762 [redacted] 1.8hr21000900 [redacted] General Concern #1 [Customer States truck quit pulling completely while driving, transmission was just recently replaced] MISC [redacted] 0875019b 20 remove andreplace starter nut per [redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START **] PERFORM OPEN RAPID RESPONCE - - - [redacted] recall [redacted] remove andreplace intake air grid heater relay RECALL - - -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] 22MY DJD2DDDP TRUCKS TRUCK QUIT PULLING COMPLETELY WHILE DRIVING, TRANSMISSION WAS JUST RECENTLY R EPLACED

(Claim) Cause:

[redacted] 22MY DJD2DDDP TRUCKS [redacted] ACTIVE TRANSMISSION FAILURE CAUSING FLYWHEEL TO COME APART AND DAMAGE R EAR TRANSMISSION ADAPTER, STARTER AND HOUSING OF TRANSMISSION. REMOVE TRANSMI SSION PAN TO FIND DEBRIS IN PAN. REMOVE AND REPLACE TRANSMISSION, TRANSMISSIO N LINES AND COOLER

(Claim) Correction:

REMOVE AND REPLACE STARTER NUT PER [redacted] REPLACE TRANSMISSION TO MOTOR ADAPTER PLATE, FLYWHEEL, AND STARTER

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**	GANLEY DODGE INC	[redacted]	[redacted]
Address	123 BROADWAY AVENUE , BEDFORD, OH 44146				

Condition Information

Condition [redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68637534AA	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06511777AA	BOLT	6		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68456960AA	[redacted]				
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253813AB	[redacted]	1		35.02	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		353.63	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		36.92	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269568AB	[redacted]	1		10.78	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06509166AA	BOLT	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			05019061AB	GREASE	1		58.13	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		7.07	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		31.57	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68244638AA	GASKET	1		38.55	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253814AA	[redacted]	1		39.85	[redacted]
[redacted]	Transmission ; DEF equipped [redacted]			[redacted]	[redacted]	1		41.92	[redacted]

		pick-up only								
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	SEAL RING	4		49.34	$85.33
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	SEAL	1		29.58	$85.33
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 ; 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]	[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]	SNAP RING	1		[redacted]	[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]	GREASE	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			68244579AA	O-RING	1		[redacted]	[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			[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			05189966AD	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			05189966AD	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	4		[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			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1266.15	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			68456960AA	HUB	1		179.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
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]	BEARING	1		36.92	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	SNAP RING	1		10.78	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	BOLT	4		28.64	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	GREASE	1		58.13	[redacted]

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		7.07	$28.44
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	O-RING	1		31.57	$28.44
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
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 ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			68253940AA	SEAL RING	4		49.34	$28.44
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			68085955AA	WASHER	2		16.73	$28.44
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	SEAL	1		[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]	CLUTCHKIT	1	X	[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]	BOLT	6		[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]	HUB	1		[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 [redacted]								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	[redacted]	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	[redacted]	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	[redacted]	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 [redacted]	[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 [redacted]	[redacted]	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	[redacted]	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 [redacted]	[redacted]	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 [redacted]	[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 [redacted]	[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 [redacted]	[redacted]	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	9		[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	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	[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]	[redacted]	4		[redacted]	[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	2		[redacted]	[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]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SNAP RING	1		[redacted]	
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]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	WASHER	2		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	7296.75	$85.33
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	7296.75	$554.66

B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	7296.75	$113.78

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] is not moving in drive has code [redacted] gear ratio verified client concern.found the k1 snap ring has come loose.transmission has current tsb [redacted] for k1clutch snap ring repair. replaced k1 clutchassembly and set end play per tsb. performedroad test. [redacted] internal transmission problems after tsbperformed. after tsb [redacted] for k1clutch snap ring repair was performed,vehicle still had major issues when engaginginto drive. internal transmission issuepresent that the tsb repair didn't resolve.recommend replacing transmission assembly tocorrect. Removed transmission assembly andinstalled replacement unit. Refilled withfluid and performed quick learn. performedmultiple road tests, no further issue presentat this time.

(RO) Technical Notes:

INTERNAL TRANSMISSION ISSUES E AND VEHICLE WILL NOT MOVE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE CLUNKS AND SHAKES WHEN PUTTING IT INTO DRIVE CUSTOMER STATES WHEN PUTTING VEHICLE INTO DRIVES HEARS A CLUNKING NOISE AND V EHICLE WILL NOT MOVE

(Claim) Cause:

INTERNAL TRANSMISSION PROBLEMS AFTER TSB PERFORMED. REMOVED TRANS AND INSTALL ED REMAN REPLACEMENT UNIT. IS NOT MOVING IN DRIVE HAS [redacted] [redacted] RATIO FOUND THE [redacted] H AS COME LOOSE REPLACED K1 CLUTCH ASSEMBLY AND SET END PLAY ROAD TESTED OK VE [redacted] 2 (EMP [redacted]): [redacted] IS NOT MOVING IN DRIVE HAS [redacted] [redacted] RATIO VERIFIED CLIENT CONCERN. FOUND THE [redacted] HAS COME LOOS E. TRANSMISSION HAS CURRENT TSB [redacted] FOR K1 CLUTCH SNAP RING REPAIR

(Claim) Correction:

REMOVED TRANSMISSION ASSEMBLY AND INSTALLED REPLACEMENT UNIT. REFILLED WITH F LUID AND PERFORMED QUICK LEARN. PERFORMED [redacted] TESTS, NO FURTHER ISS UE PRESENT AT THIS TIME. REPLACED K1 CLUTCH ASSEMBLY AND SET END PLAY PER TSB. PERFORMED ROAD TEST

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] CREW CAB CHASSIS [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***	[redacted]	
Address	9621 COORS BLVD NW , ALBUQUERQUE, NM 87114		

Condition Information

C[redacted]	[redacted]	[redacted] Desc	Failure	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[redacted]	RELAY	1	X	51.10	$25.57[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

NA

(RO) Correction:

Replace Relay, Intake Air Heater

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

NA

(Claim) Correction:

Replace Relay, Intake Air Heater

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] CREW [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]	***Name***	[redacted]	[redacted]
Address	30 GUN CLUB RD , SAGLE, ID 83860		

Condition Information

Condition Code	LOP	LOP Desc	Failure	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 [redacted]	RELAY	1	X	49.91	$22.25 [redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

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

Expense

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

Dealer Information

[redacted]	**Name**	[redacted]	**Zone** 6[redacted]
Address	4500 W PLANO PKWY , PLANO, TX 75093		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	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:

[redacted] RECALL - RAM HEAVY DUTY GRID HEATER RELAY

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] LIMITED CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[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	[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 [redacted]	RELAY	1	X	53.88	$37.09 [redacted]

RO Narratives

(RO) Customer Concern:

SHUTTLE SERVICE OFFERED Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted] - [redacted] Control Module **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay ** PARTS are HERE.] RSU 1 [[redacted] DJD2DDDP TRUCKS 6.7L CUMMINS NO START **]

(RO) Cause:

F F

(RO) Correction:

SHUTTLE SERVICE OFFERED PARTS ON ORDER AT THIS TIME [redacted] RECALL: [redacted] REPLACE HEATERGRID RELAY [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay [redacted] RSU: [redacted] REPLACE STARTERNU[redacted]-75-[redacted] REPLACE STARTER NUT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]	LIMITED CREW CAB	[redacted]
Build Date	[redacted]	***Plant***	[redacted]	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]	[redacted]	***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	1.72	[redacted]

RO Narratives

(RO) Customer Concern:

SHUTTLE SERVICE OFFERED Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted] - [redacted] Control Module **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay ** PARTS are HERE.] [redacted] [redacted] DJD2DDDP TRUCKS 6.7L CUMMINS NO START **]

(RO) Cause:

F F

(RO) Correction:

SHUTTLE SERVICE OFFERED PARTS ON ORDER AT THIS TIME [redacted] RECALL: [redacted] [redacted] REPLACE HEATERGRID RELAY [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay [redacted] RSU: [redacted] [redacted] REPLACE STARTERNUT 08-75-[redacted] [redacted] [redacted] [redacted] [redacted] REPLACE STARTER NUT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 LARAMIE 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	70 [redacted]
Address	9621 COORS BLVD NW , ALBUQUERQUE, NM 87114				

Condition Information

Condition Code	[redacted] Desc		Failure Code	Failure Desc	[redacted]	Name	Quantity	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]	

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
C/S [redacted]

(Claim) Cause:
SERVICE ACTION [redacted]

(Claim) Correction:
COMPLETED [redacted], REPLACED INTAKE HEATER RELAY. 0[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] CREW CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage Code***	536

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	2335 NORTH DADE CITY HIGHWAY , [redacted], FL 33804		

Condition Information

Condition	[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:

CUSTOMER STATES VEHICLE WILL NOT SHIFT INTO DRIVE. ALTERNATE TRANSPORTATION CUSTOMER STATES RECALL [redacted] Heavy Duty Grid Heater Rel

(RO) Cause:

ENTER NOTES

(RO) Correction:

[redacted] BULLENTIN [redacted]. FOLLOWEDBULLETIN [redacted] Clutch / InputShaftAssembly - Inspect andReplaceSub-Assembly(3 - Highly Skilled)2 -Transmission andTransfer Case4.6 Hrs.[redacted]0A-62Two Piece Propeller ShaftEquipped(3 - Highly Skilled)2 -Transmissionand Transfer Case0.2 Hrs.[redacted]0A-61Skid Plate Equipped(3 - HighlySkilled)2 - Transmissionand Transfer Case0.3Hrs. [redacted] Equipped(3 - HighlySkilled)2 - Transmissionand Transfer Case1.2Hrs.. GENERAL CONCERN RENTAL GENERAL CONCERN SUBLET REPAIRS ALTERNATE TRANSPORTATION RENTAL ALTERNATE TRANSPORTATION SUBLET REPAIRS [redacted] Replace Relay, Intake AirHeater08[redacted] RECALL

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT SHIFT INTO DRIVE.

(Claim) Cause:

FOUND BULLENTIN [redacted]. FOLLOWED BULLETIN [redacted] CLUTCH / INPUT SHAF TASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBLY(3 - HIGHLY SKILLED)2 - TRANSMISS ION ANDTRANSFER CASE4.6 HRS. [redacted]0A-[redacted]

[redacted] SHAFT EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER [redacted] [redacted] PL ATE EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER [redacted] HRS [redacted] EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE [redacted].

(Claim) Correction:

FOUND BULLENTIN [redacted]. FOLLOWED BULLETIN [redacted] CLUTCH / INPUT SHAF TASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBLY([redacted] SKILLED)2 - TRANSMISS ION ANDTRANSFER [redacted] [redacted] SHAFT EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER [redacted] [redacted] PL ATE EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER [redacted] HRS [redacted] EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE [redacted].

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	3,446

Expense

Labor	[redacted]	**Sublet**	$1,672.78	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	JEEP	**Zone**	63	[redacted]
Address	5255 S IH 35 , GEORGETOWN, TX 78626						

Condition Information

Condition [redacted]	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]			[redacted]	[redacted]
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		26.94	$102.61
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		143.11	$102.61
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		47.70	$102.61
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[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]			26.94	$205.22
[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]	[redacted]	1	X	[redacted]	[redacted]
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		[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]	[redacted]			[redacted]	[redacted]

		[redacted] C ; [redacted] propeller shaft 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]	WASHER	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]	FLUID AFT	9		[redacted]	
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]	SEALER	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	8		[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]	WASHER	1		9.07	[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]	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	3		[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]	SEALER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Engine Mechanical Concern [CustomerStates CHECK ENGINE LIGHT IS ON ANDVEHICLE REDUCED SPEED] Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

NO WORK AT THIS TIME . [redacted] VERIFIED CUSTOMERS CONCERN [redacted] [redacted]. VEHICLE HAS NO FORWARD GEARS. REMOVEDTRANS AND TORE DOWN TO INSPECT. FOUND K1CLUTCH HUB SNAP RING FAILED. PERFORMEDBULLETIN [redacted]- 23. REPLACED [redacted] CLUTCH HUBAND SEALS. REPLACED PUMP GASKET AND SEAL.VERIFIED CORRECT END PLAY SPEC. INSTALLEDTRANS, TOPPED OFF FLUID LEVEL AND PERFORMEDQUICK LEARN AND TEST DRIVE. Transmission, Remove and install for recondition - [redacted]/AS69RC K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] [redacted] PROPELLER SHAFT DEF EQUIPPPED [redacted] [redacted] EQUIPPED [redacted] [redacted] PROPELLER SHAFT DEF EQUIPPPED [redacted] [redacted] EQUIPPED Multi-point inspection (according to maintenanceinterval) Express Lane Inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND VEHICLE REDUCED SPEED

(Claim) Cause:

VERIFIED CUSTOMERS CONCERN [redacted], [redacted]. VEHICLE HAS NO FORWARD GEARS. REMOV ED TRANS AND TORE DOWN TO INSPECT. FOUND K1 CLUTCH HUB SNAP RING FAILED. PERF ORMED BULLETIN [redacted].

(Claim) Correction:

REPLACED K1 CLUTCH HUB AND SEALS. REPLACED PUMP GASKET AND SEAL. VERIFIED COR RECT END PLAY SPEC. INSTALLED TRANS, TOPPED OFF FLUID LEVEL AND PERFORMED QUI CK LEARN AND TEST DRIVE

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	S - Safety (Recalls)	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	6

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	63 [redacted]
Address	1858 TENAHA ST , CENTER, TX 75935				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	43.96	$23.66 [redacted]

RO Narratives

(RO) Customer Concern:

Perform Multi Point Inspection CUSTOMER STATES preform recall [redacted]

(RO) Cause:

[redacted]

(RO) Correction:

Performed multi point inspection. complete

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

Dealer Information

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

Condition Information

Condition		Failure	Failure	Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1194.44	$76. [redacted]
[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]	4		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[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]	[redacted]	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	
[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]	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]	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	4		[redacted]	

		[redacted]C ; Skid plate equipped								
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 ; 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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]		4		[redacted]	[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]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	4		27.01	[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]		4		27.01	[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]	FLUID AFT	1		13.83	[redacted]

RO Narratives

(RO) Customer Concern:

C/S TRANSMISSION ONLY GOES IN REVERSE C/S RECALL [redacted] PERFORM MULTI-[redacted] INSP CHECK FOR [redacted] UPDATES.

(RO) Cause:

FOUND FAULT CODES [redacted] AND [redacted] AND [redacted] RATIO ERROR. HAS NO FORWARD GEARS. SERVICE ACTION RECALL [redacted] FOUND [redacted] UPDATE.

(RO) Correction:

PERFORMED TSB [redacted] REMOVED TRANSMISSION, REPLACED [redacted] CLUTCH ASSEMBLY. REINSTALLED TRANSMISSION, CHECKED FLUID LEVEL. AND ROAD TEST. 6.7L, [redacted], [redacted] DRIVESHAFT, SKID PLATE, DEF SYSTEM [redacted] 0A[redacted] [redacted] [redacted] [redacted] 0.2 [redacted] [redacted] COMPLETED RECALL [redacted], REPLACED INTAKE HEATER RELAY. [redacted] COMPLETE FLASH UPDATE THE [redacted] PE[redacted] PN [redacted] TO AB. VERIFIED FLASH UPDATE AND PERFORMED QUICK LEARN[redacted] [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S TRANSMISSION ONLY GOES IN [redacted]ERSE C/S TRANSMISSION ONLY GOES IN [redacted]ERSE C/S TRANSMISSION ONLY GOES IN [redacted]ERSE C/S TRANSMISSION ONLY GOES IN [redacted]ERSE

(Claim) Cause:

FOUND FAULT [redacted] AND [redacted] AND [redacted] RATIO ERROR. HAS NO FORWARD FOUND FAULT [redacted] AND [redacted] AND [redacted] RATIO ERROR. HAS NO FORWARD FOUND FAULT [redacted] AND [redacted] AND [redacted] RATIO ERROR. HAS NO FORWARD FOUND FAULT [redacted] AND [redacted] AND [redacted] RATIO ERROR. HAS NO FORWARD

(Claim) Correction:

PERFORME[redacted] [redacted] A. REMOVED TRANSMISSION, REPLACED K1 CLUTCH ASSEMB PERFORME[redacted] [redacted] A. REMOVED TRANSMISSION, REPLACED K1 CLUTCH ASSEMB PERFORME[redacted] [redacted] A. REMOVED TRANSMISSION, REPLACED K1 CLUTCH ASSEMB PERFORME[redacted] [redacted] A. REMOVED TRANSMISSION, REPLACED K1 CLUTCH ASSEMB

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	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	, ,		

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A[redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	64.35	$35.51

RO Narratives

(RO) Customer Concern:

TELL US MORE TRANSMISSION VEHICLE BEING TOWED IN COMPLETE OPEN RECALL TELL US MORE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NO FORWARD GEARS

(Claim) Cause:

CONFIRMED CONCERN, OPENED STAR CASE , TRANSMISSION NEEDS TO BE DISASSEMBLED AN D INSPECTED PER TSB 21 002 23

(Claim) Correction:

REPAIR TRANS PE[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**	$1,308.02	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	51	CHICAGO
Address	, ,				

Condition Information

Condition [redacted]	Failure	Failure [redacted]		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]			[redacted]	FLUID AFT	[redacted]			
[redacted]			[redacted]	GREASE	1		[redacted]	
[redacted]			[redacted]	[redacted]	4		[redacted]	
[redacted]			[redacted]	[redacted]	4		[redacted]	
[redacted]			[redacted]	[redacted]	6		[redacted]	
[redacted]			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]			[redacted]	FLUID AFT	9		107.10	$76.76
[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]	GREASE	1		47.18	$153.53
[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]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	CLUTCHKIT	1	X	1027.60	$153.53
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	FLUID AFT	9		107.10	$153.53
[redacted]		Transmission, Remove and install for recondition -	[redacted]	FLUID AFT	[redacted]			

		[redacted]C ; [redacted] propeller shaft equipped								
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]	
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]	CLUTCHKIT	1	X	[redacted]	[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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[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]	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	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]	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	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]	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]	FLUID AFT	9		107.10	[redacted]

RO Narratives

(RO) Customer Concern:

C/S [redacted] Ram Heavy Duty Grid Heater Rel C/S VEHICLE WILL NOT GO INTO REVERSE VEHICLE WILL ONLY GO INTO [redacted] CHECK AND ADVISE COULD BE A TRANSMISSION CONCERN MPVI

(RO) Cause:

[redacted] REV A

(RO) Correction:

[redacted] PARTS NOT IN STOCK Customer States [redacted] verified concern. tear downtransmission found k1 snap ring failed.replace k1 hub and input shaft assembly.replace pump seals and assemble. installtransmission and verify repair Transmission, Remove and install for recondition -AS68RC/AS69RC K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] PROPELLER SHAFTEQUIPPED DEF EQUIPPED 4X4 4X4 EQUIPPED [redacted] PROPELLER SHAFTEQUIPPED DEF EQUIPPED 4X4 4X4 EQUIPPED MPVI Multi-Point Vehicle Inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S VEHICLE WILL NOT GO INTO REVERSE VEHICLE WILL ONLY GO INTO [redacted] AND ADVISE COULD BE A TRANSMISSION CONCERN

(Claim) Cause:

[redacted] REV A

(Claim) Correction:

VERIFIED CONCERN. TEAR DOWN TRANSMISSION FOUND K1 SNAP RING FAILED. REPLACE K 1 HUB AND INPUT SHAFT ASSEMBLY. REPLACE PUMP SEALS AND ASSEMBLE. INSTALL TRA NSMISSION AND VERIFY REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM 3500 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]	ORLANDO
Address	86 NORTH FAIRVIEW ROAD , LAVONIA, GA 30553		

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 ; 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]	6		[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]	6		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	[redacted]			
A	[redacted]6	Transmission, Replace - automatic ; [redacted]AWD equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]6	Transmission, Replace - automatic ; [redacted]AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK HAS NO FORWARD GEARS FREE INSPECTION PERFORMED PER CUSTOMER APPROVAL.

(RO) Cause:

K1 CLUTCH FAILURE- NOTES IN TO REPLACE PERFORMED FREE INSPECTION OF VEHICLE AS CUSTOMER COURTESY.

(RO) Correction:

FOUND TRANSMISSION HAVING NO FORWARD GEARS, SENT SCAN REPORTS AND PICTURES IN AND GOT APPROVAL TO REPLACE TRANSMISSION, ORDERED AND REPLACED TRANSMISSION, CONFIRMED REPAIR ON TEST DRIVE. [redacted] 0.3 PERFORMED FREE INSPECTION OF VEHICLE.

(RO) Technical Notes:

K1 CLUTCH FAILURE- NOTES IN TO REPLACE ARGE SIZE. WE HAD TO USE AN OUTSIDE TOW COMPANY THAT COULD TOW IN THIS LARGE TRUCK . TOW BILL ATTACHED AND NOTES ARE IN TO REPLACE PER AM.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK HAS NO FORWARD GEARS

(Claim) Cause:

K1 CLUTCH FAILURE- NOTES IN TO REPLACE

(Claim) Correction:

FOUND TRANSMISSION HAVING NO FORWARD GEARS, SENT SCAN REPORTS AND PICTURES IN AND GOT APPROVAL TO REPLACE TRANSMISSION, ORDERED AND REPLACED TRANSMISSION, CONFIRMED REPAIR ON TEST DRIVE.

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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]		Failure	Failure	[redacted]	Name	[redacted] Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				CLUTCHKIT	1	X	1504.19	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				HUB	1		213.13	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [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				HUB	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				SNAP RING	1		12.81	[redacted]
[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]	BOLT	[redacted]			
[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 ; 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]	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			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			[redacted]	FLUID AFT	7		[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 ; 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]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	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 ; 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]	O-RING	1		[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]	[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]	FLUID AFT	7		[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] 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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253770AA	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]	
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			68253940AA	SEAL RING	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]	O-RING	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			[redacted]	RACE	1		[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]	GASKET	1		[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]	CLUTCHKIT	1	X	[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]	BOLT	6		29.51	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	RACE	1		41.60	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [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 [redacted]	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 [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 [redacted]	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		12.81	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	BOLT	4		34.02	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	BOLT	4		34.02	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [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 [redacted]	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 [redacted]	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 [redacted]	ZZ	SERVICE ACTION	[redacted]	O-RING	1		37.50	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	WASHER	1		9.94	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		47.34	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		49.80	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		[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]	GASKET	1		45.80	$781.22

RO Narratives

(RO) Customer Concern:

TELL US MORE TRANSMISSION VEHICLE BEING TOWED IN COMPLETE OPEN RECALL TELL US MORE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NO FORWARD GEARS

(Claim) Cause:

CONFIRMED CONCERN, OPENED STAR CASE , TRANSMISSION NEEDS TO BE DISASSEMBLED AN D INSPECTED PER TSB 21 [redacted]23

(Claim) Correction:

REPAIR TRANS PE[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]	**[redacted]let**	[redacted]	**[redacted]rt**	[redacted].00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted] **Name** [redacted]
Address	2335 NORTH DADE CITY HIGHWAY , LAKELAND, FL 33804

Condition 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			68637534AA	CLUTCHKIT	1	X	1330.23	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	BOLT	6		26.10	$87.16
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68456960AA	[redacted]			[redacted]8.48	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		36.79	$87.16
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253770AA	[redacted]	1		39.51	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			68254056AB	HUB	1		371.52	$87.16
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253772AA	[redacted]	1		38.78	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]B	[redacted] RING	1		11.33	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			06509166AA	BOLT	4		30.08	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	GREASE	1		61.07	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			68253940AA	[redacted]	1		12.96	$87.16
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68019782AA	[redacted]	1		7.43	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			68244579AA	[redacted]	1		33.17	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			68244638AA	GASKET	1		40.50	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			68085955AA	[redacted]	1		8.79	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			68253814AA	[redacted]	1		41.86	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		44.04	$87.16
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		30.81	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			68269548AA	[redacted]	1		16.31	$87.16
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269549AA	[redacted]			[redacted].13	$87.16
A	[redacted]	[redacted] DEF equipped pick-up only			68269550AA	[redacted]			[redacted].31	$87.16
A	[redacted]	Transmission ; DEF equipped			05189966AD	FLUID AFT	[redacted]		[redacted]	

		[redacted] pick-up only								
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	ADHESIVE	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			68253770AA	BEARING	1		[redacted]	[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 ; 4X4 equipped			68269568AB	SNAP 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]	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]	[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]	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			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			68269549AA	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	9		[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]	ADHESIVE	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]	
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	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]	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]	
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]	
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]	
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]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	ADHESIVE	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]	CLUTCHKIT	1	X	[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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1	ZZ	SERVICE ACTION	[redacted]	RACE	1		36.79	[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		[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]		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]	[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]	[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]	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]	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		[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		[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	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

		- 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]	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]	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]	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]	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]	FLUID AFT	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]	ADHESIVE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	6		26.10	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	RACE	1		36.79	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BEA[redacted]	1		38.78	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	4		30.08	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		12.96	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	GASKET	1		40.50	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	RACE	1		44.04	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	RACE	1		16.31	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		[redacted]	

A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	ADHESIVE	1			[redacted]
A	[redacted]	Loaner Car ; Standar Vehicles			[redacted]	CLUTCHKIT	1	X	1330.23	[redacted]
A	[redacted]	Loaner Car ; Vehicles			[redacted]	BOLT	6		26.10	[redacted]
A	[redacted]	Loaner Car ; Standar Vehicles			[redacted]	HUB	1		188.48	[redacted]
A	[redacted]	Loaner Car ; Vehicles			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BEARING	1		39.51	[redacted]
A	[redacted]	Loaner Car ; Vehicles			[redacted]	HUB	1		371.52	[redacted]
A	[redacted]	Loaner Car ; Standar Vehicles			[redacted]	BEARING	1		38.78	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	[redacted]	1		11.33	[redacted]
A	[redacted]	Loaner Car ; Standar Vehicles			[redacted]	BOLT	4		30.08	[redacted]
A	[redacted]	Loaner Car ; Standar Vehicles			[redacted]	GREASE	1		61.07	[redacted]
A	[redacted]	[redacted] ; Standard Line			[redacted]	[redacted]	1		12.96	[redacted]
A	[redacted]	[redacted] ; Standard Line			[redacted]	[redacted]	1		7.43	[redacted]
A	[redacted]	[redacted] ; Standard Line			[redacted]	O[redacted]	1		33.17	[redacted]
A	[redacted]	[redacted] ; Standard Line			[redacted]	GASKET	1		40.50	[redacted]
A	[redacted]	[redacted] ; Standard Line			[redacted]	V[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Vehicles			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	[redacted]	1		44.04	[redacted]
A	[redacted]	Loaner Car ; Standar Vehicles			[redacted]	[redacted]	1		30.81	[redacted]
A	[redacted]	Loaner Car ; Vehicles			[redacted]	[redacted]	1		16.31	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	[redacted]	1		17.13	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	[redacted]	1		17.31	[redacted]
A	[redacted]	Loaner Car ; Standar Vehicles			[redacted]	FLUID AFT	9		138.64	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	FLUID AFT	4		61.62	[redacted]
A	[redacted]	[redacted] ; Standard Line			[redacted]	ADHESIVE	1		11.51	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT SHIFT INTO DRIVE. ALTERNATE TRANSPORTATION CUSTOMER STATES RECALL [redacted] Heavy Duty Grid Heater Rel

(RO) Cause:

ENTER NOTES

(RO) Correction:

[redacted] FOUND BULLENTIN [redacted]. FOLLOWEDBULLETIN [redacted] Clutch / InputShaftAssembly - Inspect andReplaceSub-Assembly(3 - Highly Skilled)2 -Transmission andTransfer Case4.6 [redacted]-62Two Piece Propeller ShaftEquipped(3 - Highly Skilled)2 -Transmissionand Transfer Case0.2 [redacted]-61Skid Plate Equipped(3 - HighlySkilled)2 - Transmissionand Transfer Case0.3[redacted] Equipped(3 - HighlySkilled)2 - Transmissionand Transfer Case1.2Hrs.. GENERAL CONCERN RENTAL GENERAL CONCERN SUBLET REPAIRS ALTERNATE TRANSPORTATION RENTAL ALTERNATE TRANSPORTATION SUBLET REPAIRS [redacted] Replace Relay, Intake AirHeater08-13-A1-820.2hours RECALL

(RO) Technical Notes:
[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT SHIFT INTO DRIVE.

(Claim) Cause:

FOUND BULLENTIN [redacted]. FOLLOWED BULLETIN [redacted] CLUTCH / INPUT SHAF TASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBLY([redacted] SKILLED)2 - TRANSMISS ION ANDTRANSFER [redacted] PROPELLER SHAFT EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER [redacted] PLATE EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE0.3 [redacted] EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE[redacted].

(Claim) Correction:

FOUND BULLENTIN [redacted]. FOLLOWED BULLETIN [redacted] CLUTCH / INPUT SHAF TASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBLY([redacted] SKILLED)2 - TRANSMISS ION ANDTRANSFER [redacted] PROPELLER SHAFT EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER [redacted] PLATE EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE0.3 [redacted] EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE[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	S - Safety (Recalls)	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

[redacted] ***Name***	[redacted]
Address	312 EAST WALTON , WILLARD, OH 44890

Condition Information

C[redacted]	[redacted]	[redacted] ***Desc***	***Failure***	***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[redacted]	RELAY	1	X	43.96	$21.91[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RECALL [redacted] RECALL REPLACED RELAY[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECAL[redacted]

(Claim) Cause:

RECALL

(Claim) Correction:

REPLACED RELAY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] 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	$31.62	***Sublet***	[redacted]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

[redacted]		[redacted]		***Name***	[redacted] DODGE CITY JEEP	***Zone***	51 [redacted]
Address	12103 HICKMAN RD , URBANDALE, IA 50323						

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]	
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:
CUSTOMER REQUESTS PERFORM RECALL...[redacted]

(Claim) Cause:
[redacted]RECALL

(Claim) Correction:

INSTALLED NEW GRID RELAY [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	3[redacted]
Address	2406 CRAIN HWY , BOWIE, MD 20716				

Condition Information

Condition Code	[redacted]	[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 [redacted]	RELAY	1	X	69.47	$39.99 [redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER STATES CHECK ENGINE LIGHT IS ON - VEHICLE WILL GO INTO REVERSE BUT NOT DRIVE - CHECK AND ADVISE

(RO) Cause:

TECHNICIAN CONFIRMED OPEN RECALL PERFORM DIAGNOSTIC TESTS OF ENGINE MANAGMENT SYSTEMS FOUND INCORRECT GEAR RATIO CODE ACTIVE, PER TSB WILL NEED TO REMOVE TRANSMISSION AND REPLACE K1 CLUTCH KIT

(RO) Correction:

REPLACE RELAY, [redacted] AIR HEATER [redacted] 0.2 COMPLETED REPLACEMENT OF K1 CLUTCH [redacted] 1.2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER PERFORMING TSB FOR K1 CLUTCH TRANSMISSION STILL NOT SHIFTING CUSTOMER STATES CHECK ENGINE LIGHT IS ON - VEHICLE WILL GO INTO REVERSE BUT N OT DRIVE - CHECK AND ADVISE

(Claim) Cause:

FOUND P3 PLANETARY GEAR BROKEN AND METAL IN TRANSMISSION PERFORM DIAGNOSTIC TESTS OF ENGINE MANAGMENT SYSTEMS FOUND INCORRECT GEAR RAT IO CODE ACTIVE, PER TSB WILL

(Claim) Correction:

PERFORMED [redacted] SHEET AND FOUND UNIT NEEDED TO BE REPLACED. REMOVED AND REPLACE D TRANSMISSION AND COOLER DUE TO METAL COMPLETED REPLACEMENT OF [redacted] CLUTCH.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	D28L92 - RAM 3500 [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**	[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
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	61.95	$27.01 [redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay]

(RO) Cause:

.

(RO) Correction:

PERFORMED [redacted] RECALL, REPLACED RELAY 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:

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	[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]	**Name**	[redacted] OF [redacted]	**Zone** 71 [redacted]
Address	1202 AUTO CENTER DR , ONTARIO, CA 91761		

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		[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]	CLUTCHKIT	1	X	[redacted]	$752.57
[redacted]	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] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	FLUID AFT	2		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$273.66
[redacted] 0	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	[redacted]			

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted]	6		[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 ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES TRANSMISSION HAS NO FORWARD GEARS TOW IN CHECK AND ADVISE]

(RO) Cause:

R A

(RO) Correction:

[redacted] INSPECTED VEHICLE, HAS NO FORWARDGEARS. REMOVED TRANSMISSION AND PERFORMED K1CLUTCH SNAP RING REPAIR AS PE[redacted] [redacted]A. REPLACED K1 INPUT ASSEMBLY ANDADJUSTED FLUID LEVEL. UPDATED [redacted] FROM[redacted] TO [redacted]. PERFORMEDQUICKLEARN. ROAD TESTED. TRANSMISSION ISSHIFTING AS INTENDED. VEHICLE IS AS LIKEKIND. REMOVE AND REPAIR TRANSMISSION. TRANSMISSION REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES TRANSMISSION HAS NO FORWARD GEARS TOW IN CHECK AND ADVISE]

(Claim) Cause:

INSPECTED VEHICLE, HAS NO FORWARD GEARS. REMOVED TRANSMISSION AND PERFORMED K 1 CLUTCH SNAP RING REPAIR AS PE[redacted] [redacted]A. REPLACED K1 INPUT ASS EMBLY AND ADJUSTED FLUID LEVEL. UPDATED [redacted] FROM [redacted] TO [redacted]. P ERFORMED QUICKLEARN. ROAD TESTED. TRANSMISSION IS SHIFTING AS INTENDED. VEHI CLE IS AS LIKE KIND.

(Claim) Correction:

INSPECTED VEHICLE, HAS NO FORWARD GEARS. REMOVED TRANSMISSION AND PERFORMED K 1 CLUTCH SNAP RING REPAIR AS PE[redacted] [redacted]A. REPLACED K1 INPUT ASS EMBLY AND ADJUSTED FLUID LEVEL. UPDATED [redacted] FROM [redacted] TO [redacted]. P ERFORMED QUICKLEARN. ROAD TESTED. TRANSMISSION IS SHIFTING AS INTENDED. VEHI CLE IS AS LIKE KIND.

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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	Failure Code	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	1404.88	[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 ; 4X4 equipped			[redacted]	[redacted]			[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]	FLUID AFT	9		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1404.88	$57.29
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	[redacted]	6		[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 ; Skid plate equipped			[redacted]	GREASE	1		64.50	$57.29
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]		4		[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]	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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[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]	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	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]	FLUID AFT	9		146.42	[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		31.77	[redacted]

RO Narratives

(RO) Customer Concern:

DRIVEABILITY CONCERN [CUSTOMER STATES WAS DRIVING ON THE FREEWAY CHECK ENGINE LIGHT CAME ON AND THE VEHICLE WOULD NOT LONGER MOVE TRIEDTURNING IT ON AND OFF AND THE VEHICLE WOULD NO LONGER SHIFT OR MOVE] MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL)

(RO) Cause:

NA

(RO) Correction:

[redacted] GEAR RATIO ERROR IN [redacted]-FOUND [redacted] CLUTCH SNAP RINGDISLODGED - REMOVED TRANSMISSION, REMOVEDTORQUE CONVERTER AND MEASURE INPUT SHAFT ENDPLAY AT .032 - DISASSEMBLED IN ACCORDANCEWITH SERVICE INFORMATION - K1 CLUTCH ASSEMBLYDID NOT COME OUT AS A COMPLETE UNIT - FOUNDK1 SNAP RING DISLODGED - REMOVED K2 CLUTCHASSEMBLY -INSPECTED K2 CLUTCH ASSEMBLY(PASSED INSPECTION) - REINSTALLED REMOVEDCOMPONENTS AND REPLACEMENT K1 HUB ASSEMBLY -INSTALLED SEALING RINGS AND GREASED -REPLACED OIL PUMP GASKET AND REINSTALLED OILPUMP - MEASURED INPUT SHAFT END PLAY .023 -INSTALLED TORQUE CONVERTER AND REINSTALLEDTRANSMISSION WITH ALL REMOVED COMPONENTS -REFILLED TRANSMISSION, CONDUCTED [redacted] TESTED TO VERIFY PROPER OPERATION -NO FURTHER FAULT FOUND AT THIS TIME [redacted] 1.2 DRIVEABILITY CONCERN [CUSTOMER STATES WAS DRIVING ON THE FREEWAY CHECK ENGINE LIGHT CAME ON AND THE VEHICLE WOULD NOT LONGER MOVE TRIED TURNING IT ON AND OFF ANDTHE VEHICLE WOULD NO LONGER SHIFT OR MOVE] MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCEINTERVAL)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DRIVEABILITY CONCERN [CUSTOMER STATES WAS DRIVING ON THE FREEWAY CHECK ENGINE LIGHT CAME ON AND THE VEHICLE WOULD NOT LONGER MOVE TRIED TURNING IT ON AND OFF AND THE VEHICLE WOULD NO LONGER SHIFT OR MOVE

(Claim) Cause:

CLUTCH SNAP RING DISLODGED - REMOVED TRANSMISSION, REMOVED TORQUE CONVERTER A ND MEASURE INPUT SHAFT END PLAY AT .032 - DISASSEMBLED IN ACCORDANCE WITH SER VICE INFORMATION - K1 CLUTCH ASSEMBLY DID NOT COME OUT AS A COMPLETE UNIT - FOUND K1 SNAP RING DISLODGED - REMOVED K2 CLUTCH ASSEMBLY -INSPECTED K2 CLUTC H ASSEMBLY (PASSED INSPECTION) - REINSTALLED REMOVED COMPONENTS AND REPLACEME NT K1 HUB ASSEMBLY - INSTALLED SEALING RINGS AND GREASED - REPLACED OIL PUMP GASKET AND REINSTALLED OIL PUMP - MEASURED INPUT SHAFT END PLAY .023 - INSTA LLED TORQUE CONVERTER AND REINSTALLED TRANSMISSION WITH ALL REMOVED COMPONEN TS - REFILLED TRANSMISSION, CONDUCTED [redacted] TESTED TO VERIFY P ROPER OPERATION - NO FURTHER

(Claim) Correction:

REINSTALLED REMOVED COMPONENTS AND REPLACEMENT K1 HUB ASSEMBLY - INSTALLED SE ALING RINGS AND GREASED - REPLACED OIL PUMP GASKET AND REINSTALLED OIL PUMP - MEASURED INPUT SHAFT END PLAY .023 - INSTALLED TORQUE CONVERTER AND REINSTA LLED TRANSMISSION WITH ALL REMOVED COMPONENTS - REFILLED TRANSMISSION, CONDUC TED [redacted] TESTED TO VERIFY PROPER OPERATION - NO FURTHER

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	1035 BALD HILL RD , WARWICK, RI 02886		

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure	[redacted]	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	6		25.14	[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]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		38.05	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	HUB	1		357.85	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		37.36	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1		10.91	[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			05019061AB	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]	O-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			68253814AA	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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	DISC	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] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		133.54	[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	5		74.19	[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	1		7.24	[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]	CLUTCHKIT	1	X	[redacted]	[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		[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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	RACE	1		35.44	[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]	BEARING	1		38.05	[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]	HUB	1		[redacted]	[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]	BEARING	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]	SNAP 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]	BOLT	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]	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]	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]	O-RING	1		31.94	[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		8.47	[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]	RACE	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]	RACE	1		42.42	[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]	RACE	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]	DISC	1		[redacted]	[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		39.01	[redacted]

RO Narratives

(RO) Customer Concern:

Customer States CHECK ENGINE LIGHT ON [redacted]

(RO) Cause:

found code [redacted] Shift Incorrect Ratio. vehicle had no engagement in forward gears. searched dtc for any tsb and found [redacted] A stating The K1 clutch snap ring dislodged, resulting in loss of torque transfer for lower gears 1, 2, 3 and 4. Need to remove transmission and check/replace snapring or k1 clutch assembly.

(RO) Correction:

drained transmission fluid. removed pto. removed 3 [redacted] driveshaft. removed transmission. with transmission out of vehicle verified input shaft endplay, removed torque converter, torque converter housing, and transmission oil pump. removed and inspected k1 clutch and [redacted] and k2 clutch hubs. found k1 clutch snap ring was disloged and the snapring and clutch plates were loose in k2 clutch drum causing damage to k2 and k1 clutch hubs. installed new k1 and k2 clutch hubs, as well as new k1 clutch assembly. reinstalled k2 clutch. installed new torque converter clutch input seal and input shaft seals. installed new oil pump seal and installed oil pump with thread sealant on bolts to proper torque spec ([redacted]). verified proper input shaft endplay after assembly. installed torque converter housing and torque converter. reinstalled transmission in vehicle with new torque converter bolts. reinstalled all other removed parts. filled with asrc atf. found vehicle would not move in drive or revers but would jump in park, removed transmission and found that there was a bent clutch disc in the k2 clutch assembly. replaced clutch disc and reinstalled. started vehicle and ran through D, R, and park, checked and topped off fluid level. cleared codes and performed asrc quicklearn procedure. drove vehicle to verify proper shifting and engagement.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL IS ON

(Claim) Cause:

FOUND TSB INDICATING BENT CLUTCH DISC

(Claim) Correction:

REMOVE AND OVERHAUL TRANSMISSION

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

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-[redacted] pick-up only			[redacted]	[redacted]	1		8.02	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		38.18	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68269548AA	[redacted]	[redacted]		[redacted].88	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted].62	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] pick-up only			05189966AD	FLUID AFT	9		126.45	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			05189966AD	FLUID AFT	9		126.45	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] pick-up only			[redacted]	[redacted]	1		28.10	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted].79	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]	1		40.17	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68637534AA	CLUTCHKIT	1	X	1213.23	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	[redacted]		23.80	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68456960AA	HUB	1		171.90	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68253813AB	[redacted]	1		33.55	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	BEA[redacted]	1		36.03	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]B	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	BEA[redacted]	1		35.37	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68269568AB	[redacted] RING	1		10.33	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] pick-up only			[redacted]	BOLT	8		54.88	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			05019061AB	GREASE	1		55.70	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] pick-up only			68253940AA	[redacted]	1		11.82	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68019782AA	[redacted]	1		6.78	[redacted]
A	[redacted]	Transmission ; DEF equipped			68244579AA	[redacted]	1		30.25	[redacted]

		[redacted] pick-up only								
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	WASHER	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]	RACE	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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	9		[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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	6		[redacted]	[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	HUB	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]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	8		54.88	[redacted]

		[redacted]C ; Remove and install for recondition								
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	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]	O-RING	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 ; 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			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269549AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[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			68253816AA	RACE	1		[redacted]	[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]	RACE	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 ; 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]	RACE	1		[redacted]	

		[redacted]C ; 4X4 equipped								
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			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06506497AA	BOLT	8		[redacted]	[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			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]	
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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269548AA	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]	FLUID AFT	9		[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]	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]	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]	[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	8		[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]	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]	[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] propeller shaft equipped			68085955AA	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]	RACE	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
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]	FLUID AFT	9		[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]	RACE	1		[redacted]	
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			68253815AA	RACE	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]	
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		[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			68254056AB	HUB	1		338.84	[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	8		[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]	SEAL RING	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68244579AA	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]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	HUB	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ;			[redacted]	BEARING	1		[redacted]	

		[redacted] (1 - Semi-[redacted])								
A	[redacted]	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-[redacted])			[redacted]	SNAP RING	1		10.33	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	BOLT	8		54.88	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	GREASE	1		55.70	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	SEAL RING	1		11.82	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - [redacted])			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]AA	O-RING	1		30.25	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	WASHER	1		8.02	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	RACE	1		38.18	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	RACE	1		14.88	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	RACE	1		15.62	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	RACE	1		28.10	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	RACE	1		15.79	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	RACE	1		40.17	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	CLUTCHKIT	1	X	1213.23	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	HUB	1		[redacted]	
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	RACE	1		33.55	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler ([redacted]	08	BLOCKED BB	[redacted]	BEARING	1		36.03	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	HUB	1		338.84	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	BEARING	1		35.37	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler ([redacted]	08	BLOCKED BB	[redacted]B	SNAP RING	1		10.33	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	BOLT	8		54.88	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	GREASE	1		55.70	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler ([redacted]	08	BLOCKED BB	[redacted]	SEAL RING	1		11.82	[redacted]
A	[redacted]	Oil cooler, [redacted] auxiliary ; Cooler (2 - [redacted]	08	BLOCKED BB	[redacted]	SEAL RING	1		[redacted]	[redacted]

A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)	08	BLOCKED BB	68244579AA	O-RING	1		[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)	[redacted]			GASKET	1		[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #3 [Customer Statesthe check engine light came on . Truck will not go into drive , disconnected battery it worked but now it making bad clunking noise] General Request TRANSMISSION HAS A HARSH SHIFT AND SHIFT FLARE

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) [redacted] EXPRESS LANE INSPECTION [redacted] FOUND FAULT [redacted] ACTIVE ANDPERFORMED TS[redacted]02-23. FOUND SNAP RING HADCOME APART AND ALSO DAMAGED SUBCOMPONENTS.REPLACED DAMAGED COMPONENTS AND REINSTALLEDTRANSMISSION. General Concern #3 [Customer States the check engine light came on . Truck will not go into drive , disconnectedbattery it worked but nowit making bad clunking noise] MISC DIAG CONCERN 1320 [redacted] AFTER REPAIRS FOUND [redacted] ANDSHIFT FLARE. OPENED STAR CASE [redacted] ANDWAS ADVISED TO INSPECT INPUT RING, [redacted] CLUTCHSEAL AND K2 AND K1 CLUTCH HUBS. INSPECTED ANDFOUND [redacted] CLUTCH SEAL TORN AND REPLACED CLUTCHPACK AS ONLY ENTIRE UNIT IS AVAILABLE.ASSEMBLED AND REINSTALLED AND FOUND PROPEROPERATION RESTORED General Request

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #3 [CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON . TRUCK WIL L NOT GO INTO DRIVE , DISCONNECTED BATTERY IT WORKED BUT NOW IT MAKING BAD CLUNKING NOISE

(Claim) Cause:

FOUND FAULT [redacted] ACTIVE

(Claim) Correction:

PERFORMED TS[redacted]02-23. FOUND SNAP RING HAD COME APART AND ALSO DAMAGED SUB COMPONENTS. REPLACED DAMAGED COMPONENTS AND REINSTALLED TRANSMISSION.

Warranty Claim Report

Vehicle Information

VIN	[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**	$11,331.11	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	1623.98	$119.98
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	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 ; 4X4 equipped			[redacted]	BOLT	1		[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	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]	CLUTCHKIT	1	X	[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]	BOLT	1		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted]			[redacted]	TRANSMISS	1	X	9358.88	$119.98

		[redacted] pick-up only								
B	[redacted]	Transmission ; DEF equipped 2500-3500 [redacted] pick-up only			[redacted]	COOLER	1		342.94	$119.98
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		342.94	$779.84
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		342.94	$119.98
B	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		342.94	$359.93

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER STATES CHECK [redacted] LIGHT IS ON - VEHICLE WILL GO INTO REVERSE BUT NOT DRIVE - CHECK AND ADVISE

(RO) Cause:

TECHNICIAN CONFIRMED OPEN RECALL PERFORM DIAGNOSTIC TESTS OF [redacted] MANAGMENT SYSTEMS FOUND INCORRECT GEAR RATIO CODE ACTIVE, PER TSB WILL NEED TO REMOVE TRANSMISSION AND REPLACE [redacted] CLUTCH KIT

(RO) Correction:

REPLACE RELAY, [redacted] AIR HEATER [redacted] COMPLETED REPLACEMENT OF K1 CLUTCH [redacted] 4.6 [redacted] 01- [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER PERFORMING TSB FOR K1 CLUTCH TRANSMISSION STILL NOT SHIFTING CUSTOMER STATES CHECK [redacted] LIGHT IS ON - VEHICLE WILL GO INTO REVERSE BUT N OT DRIVE - CHECK AND ADVISE

(Claim) Cause:

FOUND P3 PLANETARY GEAR BROKEN AND METAL IN TRANSMISSION PERFORM DIAGNOSTIC TESTS OF [redacted] MANAGMENT SYSTEMS FOUND INCORRECT GEAR RAT IO CODE ACTIVE, PER TSB WILL

(Claim) Correction:

PERFORMED [redacted] SHEET AND FOUND UNIT NEEDED TO BE REPLACED. REMOVED AND REPLACE D TRANSMISSION AND COOLER DUE TO METAL COMPLETED REPLACEMENT OF [redacted] CLUTCH.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	BIG [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**	FRIENDLY DODGE CHRYSLER JEEP INC	**Zone**	32 [redacted]
Address	2499 ROUTE 14A , PENN YAN, NY 14527				

Condition 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]	TRANSMISS	1	X	[redacted]	$69.29
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		23.62	$69.29
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	COOLER	1		254.26	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TUBE	1		142.55	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	21002766	Transmission, Replace - automatic ; [redacted] /AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	$69.29

A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		142.55	$69.29
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
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]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	6938.89	$207.86
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

99 MULTI [redacted] MISC OP CODE

(RO) Cause:

CHECKED FOUND CODES P0731-00 AND [redacted] CHECKED

(RO) Correction:

[redacted] - REPLACE AUTOMATIC TRANSMISSION; [redacted] - Transmission DEF equipped [redacted] pick-up only; [redacted]6 - Transmission Replace Automatic 4x4/AWD Equipped; [redacted] - Transmission Replace Automatic [redacted] Propeller [redacted] - Shaft; [redacted] - LINES,TRANSMISSION OIL COOLER; [redacted] - Oil cooler, external auxiliary Cooler ([redacted])

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRUCK WILL ONLY MOVE IN REV ERSE

(Claim) Cause:

CHECKED FOUND CODES P073[redacted] AND [redacted] CHECKED AN D FOUND [redacted] THE TRANSMISSION FLUID AND FOUND THE SNAP RING BROKE INSIDE T HE TRANSMISSION

(Claim) Correction:

REPLACED THE TRANSMISSION, COOLER AND COOLER LI NES TEST DROVE ALL OK AT THIS TIME

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]
Address	, ,		

Condition Information

Condition		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06511777AA	[redacted]			[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68637534AA	CLUTCHKIT	1		1392.47	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68456960AA	HUB	1		197.30	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253813AB	RACE	1		38.51	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253770AA	BEARING	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68254056AB	HUB	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BEARING	1		40.60	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269568AB	[redacted]	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			05019061AB	GREASE	1		63.93	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253940AA	[redacted]	1		13.56	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68019782AA	[redacted]	1		7.78	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68244579AA	[redacted]	1		34.72	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		42.40	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted]			[redacted]	BOLT	[redacted]			

		pick-up only								
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	4		31.49	$87.88
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	RACE	1		43.82	$87.88
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[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			68637534AA	CLUTCHKIT	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]	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			68254056AB	HUB	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			68269568AB	SNAP RING	1	X	[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			68253940AA	SEAL 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] 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]	[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			06509166AA	BOLT	4		[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			68253814AA	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 ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	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]	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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1	X	11.86	$43.94
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			[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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68085955AA	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			06509166AA	BOLT	4		[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]	
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 ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1		1392.47	$29.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		197.30	$29.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			68253813AB	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			68253770AA	BEARING	1		[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 ; Two piece propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		63.93	$29.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		13.56	$29.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two			[redacted]	SEAL RING	1		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	O-RING	1		34.72	$29.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	GASKET	1		42.40	$29.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68253815AA	RACE	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 ; Two [redacted] propeller shaft equipped			[redacted]	RACE	1		32.25	$29.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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]C ; 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]C ; K1 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]C ; K1 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]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BEARING	1		41.36	[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]	HUB	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]	BEARING	1		[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]	SNAP RING	1	X	[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]	GREASE	1		[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]	SEAL RING	1		[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]	SEAL RING	1		[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]	O-RING	1		[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 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 ; 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]C ; 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]C ; K1 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]C ; [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]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		145.13	$292.94
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 Safety Recall [redacted] - Intake Air Grid Heater Relay ** Automatic Transmission Concern Transmission clicks in and out of drive if it stays in drive goes very slow.Reverse works normally. Made some load clicks and bangs VERY LOUD Multi-point inspection (according to maintenance interval) TRANSMISSION DIAG.

(RO) Cause:

part ordered After performing [redacted] transmission still had shifting issues, transmission would shift hard into drive and reverse and when slowing down would downshift hard from second to [redacted]. Ordered transmission assembly per STAR case [redacted]. Complimentary Multi Point Inspection Inspected vehicle and found [redacted] shift incorrect ratio and [redacted] 3 Shift incorrect ratio [redacted] Active. Could not test drive vehicle transmission only had reverse. Found [redacted] to inspect transmission for input assembly snap ring coming out. Removed transmission assembly and disassembled, end play clearance was at [redacted] before tear down. Found that the input assembly snap ring had popped out. Rebuilt transmission to specifications per [redacted].

(RO) Correction:

part ordered Replaced transmission assembly performed the quicklearn procedure test drove vehicle normal operation at this time. Complimentary Multi Point Inspection Replaced the input shaft assembly, the K1 clutch hub and the K2 clutch hub. After assembly end play clearance was at [redacted] specifications are ([redacted] - [redacted]) Performed [redacted]. After repair and quicklearn procedure transmission still had shift issues. Made STAR case [redacted] to replace transmission assembly.

(RO) Technical Notes:

NOISY GOES VERY SLOW A FEW BANGS GE CODE LH1 - PLEASE ADD CORRESPONDING LOP FOR ALL PARTS USED AS LOP USED DOES NOT INC LUDE REPLACEMENT OF TRANSMISSION. REFERENCE WIC ARTICLE [redacted]. 2} ATTAC H COMPLETE RO WITH TECH TIME PUNCHES. THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] TEAM LEAD FOR ADDITIONAL REVIEW: [redacted]

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [TRANSMISSION CLICKS IN AND OUT OF DRIVE IF I T STAYS IN DRIVE GOES VERY SLOW.REVERSE WORKS NORMALLY. MADE SOME LOAD CLI CKS AND BANGS VERY LOUD] CAUSE:* CKS AND BANGS VERY LOUD]

(Claim) Cause:

INSPECTED VEHICLE AND FOUN [redacted] INCORRECT RATIO AND [redacted] GEAR [redacted] INCORRECT RATIO BO TH ACTIVE. COULD NOT TEST DRIVE VEHICLE TRANSMI [redacted] INCORRECT RATIO BO TH ACTIVE. COULD NOT TEST DRIVE VEHICLE TRANSMISS ION ONLY HAD REVERSE. FOUN [redacted] TO INSPECT TRANSMISSION FOR INPUT SSION ONLY HAD REVERSE. FOUN [redacted] TO INSPECT TRANSMISSION FOR IN ASSEMBLY SNAP RING COMING OUT. REMOVED TRANSMISSION ASSEMBLY AND DISASSEMBLED, PUT ASSEMBLY SNAP RING COMING OUT. REMOVED TRANSMISSION ASSEMBLY AND DISASSE FOUND THAT THE INPUT ASSEMBLY SNAP RING HAD POPPED OUT. REBUILT TRANSMISSIO MBLED, FOUND THAT THE INPUT ASSEMBLY SNAP RING HAD POPPED OUT. REBUILT TRANS MISSION TO SPECIFICATIONS PER [redacted]. AFTER REPAIR TRANSMISSION STI N TO SPECIFICATIONS PER [redacted]. AFTER REPAIR TRANSMISSION STILL HAD S HIFTING ISSUES. ORDERED TRANSMISSION ASSEMBLY PER STAR CASE [redacted]. LL HAD SHIFTING ISSUES. ORDERED TRANSMISSION ASSEMBLY PER STAR CAS [redacted]5 .

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY PERFORMED THE QUICKLEARN PROCEDURE TEST DROVE VEHICLE NORMAL OPERATION AT THIS TIME. REPLACED TRANSMISSION ASSEMBLY PERFORMED THE QUICKLEARN PROCEDURE TEST DROVE VEHICLE NORMAL OPERATION 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]	**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	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GREASE	1		52.85	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		14.11	[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		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	[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]	FLUID AFT	2		26.66	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	SEAL [redacted]	1		6.43	[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]	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted]			[redacted]	[redacted]	[redacted]			

		[redacted] pick-up only								
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	GASKET	1		35.05	$97.13
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	BEARING	1		33.56	$97.13
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	RACE	1		38.11	$97.13
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	HUB	1		321.50	$97.13
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]	RACE	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]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[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]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	4		[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 ; [redacted] equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
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]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	SEAL [redacted]	1		11.21	$194.26
A	[redacted]	Transmission, Remove and install for recondition -			68254056AB	HUB	1		[redacted]	

		[redacted]C ; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			05019061AB	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269548AA	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]	SNAP 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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		162.08	[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]	[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]	SEAL RING	1		[redacted]	

		[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]	O[redacted]	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]	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			[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] 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]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			68253940AA	SEAL RING	1		11.21	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ;			[redacted]	HUB	1		321.50	[redacted]

		[redacted] 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]	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]	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]	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]	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]	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]	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]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]

		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]		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]		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]	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]	[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]	GASKET	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	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

		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]	[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]	[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]	[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]	[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]	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]	HUB	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		14.11	$0.00
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	

A	85LOAN00	[redacted]			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	O-RING	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]				[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		35.05	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BEARING	1		34.19	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BEARING	1		33.56	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		36.23	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		38.11	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	HUB	1		321.50	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]			[redacted].11	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]			[redacted].82	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	HUB	1		163.10	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	1151.13	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	3		162.08	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	BOLT	4		26.03	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	BOLT	4		26.03	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	BOLT	6		22.58	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]				[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		35.05	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		34.19	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		33.56	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		36.23	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		38.11	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		[redacted]	[redacted]

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	[redacted]
D	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TOC ASSY	1		[redacted]	
D	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		79.98	$97.13
D	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
D	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	
D	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	6633.91	$97.13
D	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TOC ASSY	1		[redacted]	
D	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	6		[redacted]	
D	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	
D	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		[redacted]	
D	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
D	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	
D	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
D	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
D	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		[redacted]	[redacted]
D	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
D	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
D	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	FLUID AFT	6		79.98	$97.13
D	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	BOLT	6		[redacted]	
D	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	COOLER	1		[redacted]	
D	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	1	X	6633.91	$97.13
D	[redacted]	Lines, transmission and torque converter			[redacted]	TOC ASSY	1		[redacted]	

		oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)								
D	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	FLUID AFT	6		[redacted]	[redacted]
D	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	
D	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
D	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
D	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TOC ASSY	1		[redacted]	
D	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	FLUID AFT	[redacted]			
D	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	BOLT	6		[redacted]	
D	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
D	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
D	[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]	TOC ASSY	1		[redacted]	
D	[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]	FLUID AFT	[redacted]			[redacted]
D	[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]	
D	[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]	COOLER	1		[redacted]	

D	[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]	
B	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]
C	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

CS that the vehicle will hesitate to accelerate from a stop and moves normal in reverse but will make a loud clunk noise when changing gears and feels it jerk forward (TRANSMISSION) REPAIR CONTINUATION FOR TRANSMISSION QUALITY CONTROL CHECK

(RO) Cause:

FAULT [redacted] AND [redacted] SET IN TCM DIAG INSPECTION REVEALS [redacted] FAILURE. [redacted] [redacted] RELATED TO FAILURE, KI CLUTCH REPAIR NEEDED PER [redacted] TRANSMISSION DID NOT RECOVER FROM K1 SNAP RING REPAIR. CONTACTED STAR FOR FURTHER ASSISTANCE. STAR SUGGEST UNIT REPLACEMENT AFTER TEARDOWN AND INSPECTION OF [redacted] AND [redacted] SUBASSEMBLIES, REF CASE [redacted]. QUALITY CONTROL TEST DRIVE

(RO) Correction:

R&R AS69RC FOR REPAIR REPLACED [redacted] SUB ASSEMBLY, REPLACED ALL RELATED HARDWARE, GASKETS AND SEALS. VERIFY END PLAY, PLAY WITH SPEC OF [redacted] FILL TO PROPER LEVEL, UPDATED TCM AND PCM CLEARED CODES, PERFORM QUICK LEARN PROCEDURE AND ROAD TEST VEHICLE. VEHICLE FAILS QC WITH DELAY ENGAGEMENT INTO DRIVE AND SLIPPING IN [redacted] AND [redacted]. SEE LINE 2 FOR REPAIR CONTINUATION AND STAR CONTACT. R&R AS69RC TRANS FOR REPLACEMENT REPLACED TRANS COOLER AND TOC ASSEMBLY VERIFY FLUID LEVEL, PERFORM QUICKLEARN PROCEDURE AND ROAD TEST VEHICLE TO VERIFY OPERATION ROAD TESTED VEHCILE [redacted] NO ISSUES [redacted]

(RO) Technical Notes:

TRANS DID NOT RECOVER AFTER SNAP RING REPAIR [redacted] E. AFTER REPLACEMENT OF [redacted] THE TRANSMISSION DID NOT RECOVER FROM SNAP RING REPAIR. AFTER CONTACTING STAR FOR ASSISTANCE, REPLACEMENT OF TRANSMISSION IS NEEDED. ATTACHED ARE DOCUMENTS TO SUPPORT REPAIR AND COVERAGE FOR LOPS THAT WERE LR1. LOAN LOP ALSO INCLUDED FOR RENTAL DAYS

GCS Narratives

(Claim) Customer Concern:

CS that the vehicle will hesitate to accelerate from a stop and moves normal i REPAIR CONTINUATION FOR TRANSMISSION CS that the vehicle will hesitate to accelerate from a stop and moves normal i REPAIR CONTINUATION FOR TRANSMISSION CS that the vehicle will hesitate to accelerate from a stop and moves normal i REPAIR CONTINUATION FOR TRANSMISSION CS that the vehicle will hesitate to accelerate from a stop and moves normal i REPAIR CONTINUATION FOR TRANSMISSION

(Claim) Cause:

FAULT [redacted] AND [redacted] SET IN TCM DIAG INSPECTION REVEALS [redacted] FAILU FAULT [redacted] AND [redacted] SET IN TCM DIAG INSPECTION REVEALS [redacted] FAILU TRANSMISSION DID NOT RECOVER FROM K1 SNAP RING REPAIR. CONTACTED STAR FOR FURT FAULT [redacted] AND [redacted] SET IN TCM DIAG INSPECTION REVEALS [redacted] FAILU TRANSMISSION DID NOT RECOVER FROM [redacted] SNAP RING REPAIR. CONTACTED STAR FOR FURT FAULT [redacted] AND

[redacted] SET IN TCM DIAG INSPECTION REVEALS K1 CLUTCH FAILU TRANSMISSION DID NOT RECOVER FROM K1 SNAP RING REPAIR. CONTACTED STAR FOR FURT FAULT CODES P0731 AND [redacted] SET IN TCM DIAG INSPECTION REVEALS K1 CLUTCH FAILU TRANSMISSION DID NOT RECOVER FROM K1 SNAP RING REPAIR. CONTACTED STAR FOR FURT

(Claim) Correction:

R&R [redacted] FOR REPAIR REPLACED [redacted] CLUTCH SUB ASSEMBLY, REPLACED ALL RELATED HA R&R [redacted] FOR REPAIR REPLACED K1 CLUTCH SUB ASSEMBLY, REPLACED ALL RELATED HA R&R [redacted] TRANS FOR REPLACEMENT REPLACED TRANS COOLER AND TOC ASSEMBLY VERIFY R&R [redacted] FOR REPAIR REPLACED K1 CLUTCH SUB ASSEMBLY, REPLACED ALL RELATED HA R&R [redacted] TRANS FOR REPLACEMENT REPLACED TRANS COOLER AND TOC ASSEMBLY VERIFY R&R [redacted] FOR REPAIR REPLACED K1 CLUTCH SUB ASSEMBLY, REPLACED ALL RELATED HA R&R [redacted] TRANS FOR REPLACEMENT REPLACED TRANS COOLER AND TOC ASSEMBLY VERIFY R&R [redacted] FOR REPAIR REPLACED [redacted] CLUTCH SUB ASSEMBLY, REPLACED ALL RELATED HA R&R [redacted] TRANS FOR REPLACEMENT REPLACED TRANS COOLER AND TOC ASSEMBLY VERIFY

Warranty Claim Report

Vehicle Information

VIN	[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**	[redacted]	[redacted]	RAM	[redacted]	[redacted]
Address	5215 SUNSET BLVD , LEXINGTON, SC 29072						

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			[redacted]	COOLER	1		313.41	[redacted]
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			[redacted]	[redacted]			[redacted]	
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			[redacted]	TOC ASSY	[redacted]			
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			[redacted]	BOLT	6		[redacted]	
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			[redacted]	[redacted]	[redacted]			
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			[redacted]	BODY ASSY	1		2719.59	[redacted]
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			[redacted]	WIRING	1		531.79	[redacted]
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			[redacted]	MODULE	1		[redacted]	[redacted]
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			[redacted]	ANTIFREEZ	[redacted]			
[redacted]	Module, [redacted] mission Control ; [redacted] diesel w/ [redacted]			05189977AD	FLUID AFT	2		139.32	[redacted]
[redacted]	[redacted] mission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted] mission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	
[redacted]	[redacted] mission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	[redacted] mission ; DEF equipped [redacted]			[redacted]	TOC ASSY	1		191.58	$89.95

		pick-up only								
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	LUBRICANT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BODY ASSY	1		2719.59	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	WIRING	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	MODULE	1		808.80	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	ANTIFREEZ	[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	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	COOLER	1		313.41	[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]	TOC ASSY	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	LUBRICANT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	WIRING	1		531.79	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	MODULE	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	ANTIFREEZ	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	8553.06	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		313.41	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		191.58	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	LUBRICANT	[redacted]			

		propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BODY ASSY	1		2719.59	$29.98
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	MODULE	1		808.80	$29.98
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	ANTIFREEZ	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	8553.06	$89.95
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			68089195AA	LUBRICANT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BODY ASSY	1		2719.59	$89.95
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	MODULE	1		808.80	$89.95
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	ANTIFREEZ	2		58.64	$89.95
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Lines, transmission and torque converter oil cooler ; One or [redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; One or [redacted] Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ;			68089195AA	LUBRICANT	2		[redacted]	

		[redacted]								
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]			[redacted]	ANTIFREEZ	2		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	COOLER	1		313.41	$269.86
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	LUBRICANT	2		108.58	$269.86
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	WIRING	1		531.79	$269.86
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	MODULE	1		808.80	$269.86
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	ANTIFREEZ	[redacted]			
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	FLUID AFT	2		139.32	$269.86
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	LUBRICANT	2		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	WIRING	1		[redacted]	

A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	ANTIFREEZ	2		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	ANTIFREEZ	2		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	TOC ASSY	1		[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			[redacted]	LUBRICANT	[redacted]			

		wiring harness - Replace (3 - Highly Skilled)								
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]	[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]	MODULE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	ANTIFREEZ	2		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	2		[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]	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]	COOLER	1		[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]	TUBE	1		[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]	TOC ASSY	1		[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			68089195AA	LUBRICANT	2		108.58	[redacted]

		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]	BODY ASSY	1		2719.59	[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]	WIRING	1		[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]	MODULE	1		[redacted]	[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]	ANTIFREEZ	[redacted]			[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]	FLUID AFT	2		[redacted]	
C	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION	[redacted]	MODULE	1	X	[redacted]	
C	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION	[redacted]	VALVE	1		131.03	$164.91
C	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION	[redacted]	FLUID	1		[redacted]	[redacted]
B	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							[redacted]
D	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

CS CEL IS ON [redacted] SERVICE NOT AVALIABLE MESSAGE ON DASH VEHIC LE WILL NOT ACCELERATE WHEN IN DRIVE OR REVERSE CHECK AND AD VISE (TRANSMISSION DIAGNOSIS) (Multi-point inspection according to maintenance interval) PCM UPDATE [redacted] UPDATE [redacted] UPDATE

(RO) Cause:

[redacted] INCORRECT RATIO PERFORMED THE TRANSMISSION WIRING CHECK FROM THE DIAG OF THE [redacted]. THE WIRING IS GOOD. CHECKED FLUID LEVEL AND IT WAS GOOD, COLORING WAS BROWN. REMOVED PAN AND DROPPED THE VALVE BODY AND THE FLUID DID HAVE CLUTCH MATERAL IN IT. FROM THE DIAG INSTALLED THE VALVE BODYE AND WIRING AND RETESTED. THE [redacted] CAME BACK. REMOVED THE VALVE BODY AND PAN AND PERFORMED AN AIR CHECK AND FOUND THAT THE K1 CLUTCH IS BAD AND NOT SEALING. PERFORM MULTI-POINT INSPECTION HAD TO UPDATE THE [redacted] FOR REPLACING IT. THE PCM NEEDS TO ALS BE AT THE LATEST SOFTWARE FOR THE TRTANSMISSION. 1-2-1gearhuntingongradeswhileoperatingunderhighloadsinareaso SB[redacted] HAD TO UPDATE [redacted] OF THE PCM AN[redacted] AND FOR PROPER OPERATI THE [redacted] NEED TO BE REPLACED AND UPDATED.SB[redacted] CustomernotfollowingtheproperDEFfillprocedureandisoverfillin REPLACED THE [redacted] AND [redacted] UPDATE IT. SB[redacted]

(RO) Correction:

CHECKED WIRING AND REPLACED THE VALVE BODY AND WIRING AND RETESTED. REPLACED THE TRANSMISSION AND MODULE AND PROGRAMED AND FILLED THE FLUID. REPLACED THE TRANSMISSION THERMAL BYPA BYPASS, AND [redacted] OF THE COOLER LINES, AND THE TRANS OIL COOLER. CLEARED [redacted] AND TEST DROVE. AND RECHECKED FLUID. HAD TO EVAC AND CHARGE THE A/C SYSTEM AND FILLED THE COOLING SYSTEM WITH A VACCUM FILL SYSTEM TO REPLACE THE COOLER. FILLED THE TRANSFER CASE FOR FLUID LOST. REPLACED THE [redacted] AND PROGRAMED. PERFORMED MULTIPOINT INPSECTION. REPROGRAMED THE PCM .4 REPLACED THE DEF VENT AND UPDATED THE [redacted]. 1.1 REPROGRAMED THE [redacted] .4

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS CEL IS ON [redacted] SERVICE NOT AVALIABLE MESSAGE ON DASH VEHIC | | [redacted] UPDATE PCM UPDATE [redacted] UPDATE LE WILL NOT ACCELERATE WHEN IN DRIVE OR REVERSE CHECK AND AD | | VISE

(Claim) Cause:

HAD TO UPDATE [redacted] OF THE PCM AN[redacted] AND FOR PROPER OPERATI | | HAD TO UPDATE THE [redacted] FOR REPLACING IT. THE PCM NEEDS TO ALS | | REPLACED THE [redacted] AND [redacted] UPDATE IT. SB[redacted] BE AT THE LATEST SOFTWARE FOR THE TRTANSMISSION. | | THE [redacted] NEED TO BE REPLACED AND UPDATED.SB[redacted] 1-2-1GEARHUNTINGONGRADESWHILEOPERATINGUNDERHIGHLOADSINAREASO | | [redacted] [redacted] INCORRECT RATIO | | 2. SB[redacted] PERFORMED THE TRANSMISSION WIRING CHECK FROM THE DIAG OF THE | | 3. [redacted] THE WIRING IS GOOD. CHECKED FLUID LEVEL AND IT WAS | | 4. GOOD, COLORING WAS BROWN. REMOVED PAN AND DROPPED THE VALVE | | 5. BODY AND THE FLUID DID HAVE CLUTCH MATERAL IN IT. FROM THE | | 6. DIAG INSTALLED THE VALVE BODYE AND WIRING AND RETESTED. TH E | | 7. [redacted] [redacted] CAME BACK. REMOVED THE VALVE BODY AND PAN AN D | | 8. PERFORMED AN AIR CHECK AND FOUND THAT THE K1 CLUTC H IS BAD | | 9. AND NOT SEALING.

(Claim) Correction:

REPROGRAMED THE [redacted] .4 REPLACED THE DEF VENT AND UPDATED THE [redacted]. REPROGRAMED THE PCM CHECKED WIRING AND REPLACED THE VALVE BODY AND WIRING AND | | 2. RETESTED. REPLACED THE TRANSMISSION AND MODULE AND PROGRAMED | | 3. AND FILLED THE FLUID. REPLACED THE TRANSMISSION THERMAL BYPA | | 4. BYPASS, AND [redacted] OF THE COOLER LINES, AND THE TRANS OIL | | 5. COOLER. CLEARED [redacted] AND TEST DROVE. AND RECHECKED FLUID. | | 6. HAD TO EVAC AND CHARGE THE A/C SYSTEM AND FILLED THE COOLI NG | | 7. SYSTEM WITH A VACCUM FILL SYSTEM TO REPLACE THE COOLER . | | 8. FILLED THE TRANSFER CASE FOR FLUID LOST. | | 9. REPLACED THE [redacted] AND PROGRAMED.

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]	$6,084.00 ***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] RAM	***Zone***	[redacted]
Address	5215 SUNSET BLVD , LEXINGTON, SC 29072				

Condition Information

Condition	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted] Module, Transmission Control ; [redacted] liter diesel w/ AISIN AS68RC Auto Trans								[redacted]
A	[redacted] Transmission ; [redacted] equipped [redacted] 4x4 pick-up only								[redacted]
A	[redacted] Transmission, Replace - automatic ; [redacted]		CHECK ENGINE/SERVICE ENGINE SO						[redacted]
[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped								[redacted]
[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped								[redacted]
A	[redacted] Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)								
[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)								[redacted]
A	[redacted] Pan, Oil - Related Repairs ; [redacted] Transmission								[redacted]
[redacted]	Valve Body ; Valve body - Replace - [redacted] C (3 - Highly Skilled)								[redacted]
A	[redacted] Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)								[redacted]
[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair								[redacted]
A	[redacted] Loaner Car ; Competitive Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS CEL IS ON [redacted] SERVICE NOT AVALIABLE MESSAGE ON DASH VEHIC | | LE WILL NOT ACCELERATE WHEN IN DRIVE OR REVERSE CHECK AND AD | | VISE

(Claim) Cause:

[redacted] GEAR 1 SHIFT INCORRECT RATIO | | 2. PERFORMED THE TRANSMISSION WIRING CHECK FROM THE DIAG OF THE | | 3. [redacted] THE WIRING IS GOOD. CHECKED FLUID LEVEL AND IT WAS | | 4. GOOD, COLORING WAS BROWN. REMOVED PAN AND DROPPED THE VALVE | | 5. BODY AND THE FLUID DID HAVE CLUTCH MATERAL IN IT. FROM THE | | 6. DIAG INSTALLED THE VALVE BODYE AND WIRING AND RETESTED. TH E | | 7. [redacted] [redacted] CAME BACK. REMOVED THE VALVE BODY AND PAN AN D | | 8. PERFORMED AN AIR CHECK AND FOUND THAT THE K1 CLUTC H IS BAD | | 9. AND NOT SEALING.

(Claim) Correction:

CHECKED WIRING AND REPLACED THE VALVE BODY AND WIRING AND | | 2. RETESTED. REPLACED THE TRANSMISSION AND MODULE AND PROGRAMED | | 3. AND FILLED THE FLUID. REPLACED THE TRANSMISSION THERMAL BYPA | | 4. BYPASS, AND [redacted] OF THE COOLER LINES, AND THE TRANS OIL | | 5. COOLER. CLEARED [redacted] AND TEST DROVE. AND RECHECKED FLUID. | | 6. HAD TO EVAC AND CHARGE THE A/C SYSTEM AND FILLED THE COOLI NG | | 7. SYSTEM WITH A VACCUM FILL SYSTEM TO REPLACE THE COOLER . | | 8. FILLED THE TRANSFER CASE FOR FLUID LOST. | | 9. REPLACED THE TCM AND PROGRAMED.

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

Dealer Information

Code	[redacted]	***Name***	LAMPE [redacted] JEEP OF [redacted]	***Zone***	[redacted] LOS ANGELES
Address	1950 S BLACKSTONE ST , [redacted], CA 93274				

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Body, Trouble Not Found ; Body	OD							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

CABLES COMING LOOSE FROM DOOR PANEL

GCS Narratives

(Claim) Customer Concern:

BODY CONCERN [CUSTOMER STATES THERE ARE SOME CABLES THAT APPEAR TO BE COMING LOOSE BEHIND THE DRIVER DOOR. CHECK AND ADVISE]

(Claim) Cause:

UNABLE TO VERIFY CONCERN AT THIS TIME, NEED CUSTOMER TO DEMONSTRATE OR VERIFY CONCERN IS NOT PRESENT AT THIS TIME

(Claim) Correction:

OPERATING AS DESIGNED

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**	LA[redacted]	OF	[redacted]	**Zone**	71 L[redacted]
Address	[redacted] S BLACKSTONE ST , [redacted], CA 93274						

Condition 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]	SNAP [redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL [redacted]	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BEA[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	HUB	1		326.67	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BEA[redacted]	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	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]	FLUID AFT	5		[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] 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]C ; [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]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		29.16	[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]	GASKET	1		35.61	[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]	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]	[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		34.10	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1		[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]	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	[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]	

RO Narratives

(RO) Customer Concern:

[redacted] DRIVEABILITY BODY VEHICLE INSPECTION TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DRIVEABILITY [CUSTOMER STATES VEHICKE WILL NOT GO INTO DRIVE, WILL ONLY GO IN REVERSE. CHECK AND ADVISE]

(Claim) Cause:

VERIFY VEHICLE DOES NOT MOVE WHEN PUT INTO ANY GEAR, PERFORM PRE-DIAGNOSTIC TROUBLESHOOTING PROCEDURE READ DTCS AND RECORD ON THE REPAIR ORDER, RUN A VE HICLE SCAN REPORT AND ECU CONFIGURATION REPORT, CHECK VEHICLE REPAIR HISTO RY FOR RECENT REPAIRS, VERIFY VEHICLE BUILD CONFIGURATION WITH THE OEM VEHIC LE BUILD, CHECK AFTERMARKET ACCESSORIES INCLUDING SOFTWARE IF INSTALLED THAT MAY CAUSE THE CONCERN, CHECK

(Claim) Correction:

CHECK FOR COMMUNICATION ERRORS, CHECK FOR ACTIVE DTCS, SEARCH [redacted] RRTS STAR C ASES AND TECH2TECH FORM FOR SIMILAR CONCERNS, GATHER SCAN, FREEZE FRAME AND VEHICLE CONFIGURATION REPORTS. [redacted] EARCH FOUN[redacted] ADDRESSING DTC S IN TRANSMISSION [redacted] GEAR [redacted] INCORRECT RATIO (THIS DTC WILL SET D URING A KEY CYCLE AND SHIFTING INTO DRIVE) DRAIN TRANSMISSION, REMOVE TRANSM ISSION [redacted] PROPELLER SHAFT EQUIPPED, REPLACE K1 CLUTCH, HUB, SNAP RING , AND SEALS, REPLAC[redacted] USE DRIVE LINE BOLTS, TORQUE CONVERTER BOLTS, INST ALL REMOVED PARTS, FILL TRANSMISSION FOR FLUID LOST DURING REPAIR , ERASE DT C, PERFORM QUICK LEARN AND TEST DRIVE, 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

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] C ; [redacted] equipped				[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GASKET	1		36.94	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		8.02	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		126.45	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68253940AA	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68019782AA	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
[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]	FLUID AFT	9		[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]	CLUTCHKIT	1	X	[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 ; [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]	
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	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			[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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		30.25	$685.22
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		36.94	$685.22
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		8.02	$685.22
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		126.45	$685.22

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]	
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	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		6.78	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL REQUEST TRANSMISSION HAS A HARSH SHIFT AND SHIFT FLARE

(Claim) Cause:

[redacted] AFTER REPAIRS FOUND [redacted] AND SHIFT FLARE. OPENED STAR CASE # [redacted] AND WAS ADVISED TO INSPECT INP UT RING, [redacted] CLUTCH SEAL AND K2 AND [redacted] CLUTCH HUBS. INSPECTED AND FOUND K1 CLU TCH SEAL TORN AND REPLACED CLUTCH PACK AS ONLY ENTIRE UNIT IS AVAILABLE. ASSE MBLED AND REINSTALLED AND FOUND PROPER OPERATION RESTORED

(Claim) Correction:

[redacted] AFTER REPAIRS FOUND [redacted] AND SHIFT FLARE. OPENED STAR CASE # [redacted] AND WAS ADVISED TO INSPECT INP UT RING, [redacted] CLUTCH SEAL AND K2 AND [redacted] CLUTCH HUBS. INSPECTED AND FOUND K1 CLU TCH SEAL TORN AND REPLACED CLUTCH PACK AS ONLY ENTIRE UNIT IS AVAILABLE. ASSE MBLED AND REINSTALLED AND FOUND PROPER OPERATION RESTORED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[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 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 COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. RECALL CAMPAIG[redacted] RAM HEAVY DUTY GRID HEATER RELAY CUSTOMER STATES WHEN GOING OVER BUMPS HEARS A RATTLE AND SQUEAKING NOISE FROM THE REAR AUTO.LIVE REPAIR ORDER

(RO) Cause:

.

(RO) Correction:

PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. [redacted] CUSTOMER REQUESTED CAMPAIGN NUMBER[redacted] BE PERFORMED. PERFORMED A COMPLETEVEHICLE IDENTIFICATION NUMBER STATUS INQUIRYTO FIND AND VERIFY AN OPEN CAMPAIGN. THISVEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENTFIRE ORIGINATING FROM THE GENERATION 1 SOLIDSTATE INTAKE AIR GRID HEATER RELAY. ACCESSED,REMOVED AND INSTALLED A NEW INTAKE AIR HEATERRELAY AS PER SAFETY RECALL [redacted] SYSTEM IS NOW OPERATING AS DESIGNED. Safety Recall [redacted] - Intake Air Grid Heater Relay Safety Recall [redacted] - Inta ke Air Grid Heater Relay CUSTOMER STATES WHEN GOING OVER BUMPS HEARS A RATTLE AND SQUEAKING NOISE FROM THE REAR MISC REPAIR A LABOR AUTO.LIVE REPAIR ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 LARAMIE [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]	**Name**	[redacted] DODGE CITY [redacted]	**Zone**	51 [redacted]	
Address	12103 HICKMAN RD , URBANDALE, IA 50323				

Condition Information

Condition Code	[redacted] Desc	[redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Module, Diesel Emission Fluid System ; Inspect and Reprogram [redacted] Control Unit ([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:

Customer Satisfaction Notification [redacted] - Diesel Exhaust Flui d (Recall Custome

(Claim) Cause:

[redacted] RECALL

(Claim) Correction:

PERFORMED RECALL INSPECT AND UPDATE [redacted] PART[redacted] TO [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] MEGA 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	STEW HANSEN DODGE CITY JEEP	**Zone**	51 [redacted]
Address	12103 HICKMAN RD , URBANDALE, IA 50323				

Condition Information

Condition [redacted]	[redacted]	[redacted] **Desc**	**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense** [redacted]
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([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:

[redacted] AISIN TRANSMISSION ROUGH SHIFT ([redacted])

(Claim) Cause:

[redacted]

(Claim) Correction:

PERFORMED [redacted] INSPECT AND UPDATE [redacted] PART [redacted] TO AB [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted]	CAB CHASSIS	[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]
Address	, ,		

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Wheel Balance ; Front - Both	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]		Sublet processing allowance								[redacted]
A	[redacted]5	Sublet Repair								

RO Narratives

(RO) Customer Concern:

SUSPENSION CONCERNS MULTI-POINT INSPECTION SUBLET SALE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

VIBRATION AT 65 AFTER HITTING A BUMP

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEHICLE HAS A DEATH WOBBLE

(Claim) Cause:

FOUND VEHICLE VIBRATES AT 65 AFTER HITTING A BUMP

(Claim) Correction:

SUBLET TO SISTER STORE FOR BALANCE OF [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	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

Condition Code	***LOP***	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	***Quantity***	***Paid***	***Expense***	***LOP Expense***
[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]	State Labor Allowance			[redacted]	RELAY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES VEHICLE IS NOT SHIFTING AND WILL ONLY MOVE IN REVERSE. CHECK AND ADVISE] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

F[redacted]

(RO) Correction:

[redacted] No gear Customer states that thevehicle will not move in forward gear, onlyreverse. Inspected vehicle and found thatdrive is not operational. Found that thereverse did operate. Found code [redacted]. Found bulletin [redacted] Astating to remove disassemble transmission K1clutch assembly. Removed and disassembled andinspected transmission components, found thatthe snap ring came apart. Also found thatthere was damage to the K2 hub and the [redacted] assembly had broken O-ring pieceshanging out of the clutch assembly. Foundthat all will need replaced. Replaced the K1clutch assembly, K2 hub, [redacted] assembly,and corresponding gaskets per serviceinformation. Found that end play was at [redacted] after assembly. Installed transmission andrefilled fluid and performed a quick learn.Found that the vehicle was now operating asdesigned. Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) ADD'L LOP ADD'L LOP DIAGNOSIS ADD'L LABOR TIME REQUIREDK2 CLUTCH PACK WORK ADD'L LABOR TO COMPLETE JOB ADD'L LOP ADD'L LOP WARRANTY BATT TEST ADD'L LABOR TIME REQUIREDK2 CLUTCH PACK WORK GENERAL CONCERN [redacted] recall Performed [redacted]A recall perservice information, replaced heater gridrelay. Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) ADD'L LABOR TIME REQUIRED ADD'L LABOR TIME REQUIRED

(RO) Technical Notes:

ADDITIONAL LABOR FOR K2 CLUTCH PACK

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IS NOT SHIFTING AND WILL ONLY MOVE IN REVERSE.

(Claim) Cause:

NO GEAR CUSTOMER STATES THAT THE VEHICLE WILL NOT MOVE IN FORWARD GEAR, ONLY REVERSE. INSPECTED VEHICLE AND FOUND THAT DRIVE IS NOT OPERATIONAL. FOUND THA T THE REVERSE DID OPERATE. FOUND [redacted] PRESENT. FOUND BULLETIN [redacted] REV. A STATING TO REMOVE DISASSEMBLE TRANSMISSION [redacted] CLUTCH ASSEMBLY. REMOV ED AND DISASSEMBLED AND INSPECTED TRANSMISSION COMPONENTS, FOUND THAT THE SNA P RING CAME APART. ALSO FOUND THAT THERE WAS DAMAGE TO THE [redacted] AND THE K2 CLUTCH ASSEMBLY HAD BROKEN O-RING PIECES HANGING OUT OF THE CLUTCH ASSEMBLY. FOUND THAT ALL WILL NEED REPLACED

(Claim) Correction:

REPLACED THE [redacted] CLUTCH ASSEMBLY, [redacted], K2 CLUTCH ASSEMBLY, AND CORRESPONDIN G GASKETS PER SERVICE INFORMATION. FOUND THAT END PLAY WAS AT .027" AFTER ASS EMBLY. INSTALLED TRANSMISSION AND REFILLED FLUID AND PERFORMED A QUICK LEARN. FOUND THAT THE VEHICLE WAS NOW 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	ALL [redacted] OF [redacted]	**Zone**	[redacted]
Address	2510 EAST 8TH STREET , [redacted], TX 79761				

Condition 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]	FLUID AFT	9		[redacted]	[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	6		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	8		[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]	CLUTCHKIT	1	X	[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]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		35.85	$136.46
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	3		[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]	BOLT	8		[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]	CLUTCHKIT	1	X	[redacted]	[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]	[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			[redacted]	RACE	1		[redacted]	
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]	FLUID AFT	3		[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]	BOLT	8		[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]	CLUTCHKIT	1	X	[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]	BEARING	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 ; [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]	FLUID AFT	3		[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	8		[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]	CLUTCHKIT	1	X	[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]	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] ; [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]	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	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]	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]	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]	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]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE	[redacted]	RACE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights - Check engine light on General Concern #1 [Customer StatesWill not engage in drive will only reverse. Will drive in 4WD.] PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.PREFERRED METHOD OF CONTACT

(RO) Cause:

NA

(RO) Correction:

[redacted] SNAP RING DISLODGED. REMOVEDTRANSMISSION (4X4 EQUIPPED, [redacted] PROPSHAFT EQUIPPED, DEF EQUIPPED) AND PERFORMEDDIAGNOSTIC TEARDOWN PER TSB [redacted] FORDTC [redacted] (GEAR RATIO ERROR[redacted]). NOTED[redacted] SNAP RING FAILED - DISLODGED.PERFORMED REPAIRS, REPLACING K1 ASSEMBLY ANDPARTS PER TSB DOCUMENTATION. [redacted]NSTALLED NEWTRANSMISSION WITH NEW GASKETS AND BOLTS, ANDNEW FLUID. PERFORMED QUICKLEARN AND ROADTEST: ALL RELATED SYSTEMS OPERATING ASDESIGNED AT THIS TIME. Indicator/Warning Lights - Check engine light on ENGINE REPAIR [redacted] REPAIRED ON LINE "A" SEE LINE "A" General Concern #1 [Customer States Will notengage in drive will onlyreverse. Will drive in 4WD.] GENERAL CONCER[redacted] **CALLED [redacted] @ [redacted]. NO ANSWERLEFT VOICE MAIL** PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.PREFERRED METHOD OF CONTACT PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.PREFERREDMETHOD OF CONTACT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL AND WILL NOT ENGAGE IN DRIVE, ONLY REVERSE

(Claim) Cause:

[redacted] SNAP RING DISLODGED. PERFORMED DIAGNOSTIC TEARDOWN PER TS[redacted] FOR DTC [redacted]

(Claim) Correction:

PERFORMED REPAIRS, REPLACING K1 ASSEMBLY AND PARTS PER TSB DOCUMENTATION. [redacted] NSTALLED NEW TRANSMISSION WITH NEW GASKETS AND BOLTS, AND NEW FLUID. PERFORMED QUICKLEARN AND ROAD TEST: ALL RELATED SYSTEMS OPERATING AS DESIGNED 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	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**	CHRISTOPHER'S DODGE WORLD INC	**Zone**	[redacted]
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401				

Condition Information

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

FREE MAINTENANCE INSPECTION [redacted] CAMPAIGN [redacted] RAM HEAVY DUTY GRID HEATER RELAY TRANSMISSION/TRANSFER CASE REPAIRS // TOW IN// CUSTOMER STATES VEHICLEWILL NOT GO FORWARD & CHECK ENGINE LIGHT HAS ILLUMINATED AUTO.LIVE REPAIR ORDER FACTORY TRAINED TECHNICIAN WILL REPLACE DIESEL OIL, FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TOPPED OFF AS AVAILABLE [redacted] REAR DIFFERENTIAL SERVICE DURING TEST DRIVE CELO CAME ON . . . ADVISE

(RO) Cause:

. [redacted] clutch kit recall Oil Change Differential service FOUND THAT THE PARTICULATE MATTER(PM) SENSOR HAS FAILED INTERNALLY////////////////////////////////

(RO) Correction:

FREE MAINTENANCE INSPECTION [redacted] Performed Heater grid relay recall. FEDERAL [redacted], REPLACE RELAY, INTAKE AIRHEATER FEDERAL [redacted], REPLACE RELAY, INTAKE AIR HEATER [redacted] K1 clutch kit recall [redacted] related to K1 recall. Removed theTransmission the removed and replaced damagedClutch Kit ([redacted]) then cleared the codesand took the vehicle on [redacted]. TRANS REMOVE AND INSTALL TRANS TSB TRANS TSB REMOVE AND INSTALL RECONDITION DEF TRANS REMOVE AND INSTALL FOR RECONDITION FREIGHT TRANS REMOVE AND INSTALL TRANS TSB TRANS TSB REMOVE AND INSTALL RECONDITION DEF TRANS REMOVE AND INSTALL FOR RECONDITION MISC. SHOP CHARGES AUTO.LIVE REPAIR ORDER [redacted] Oil Change 40 Replaced the Diesel oiland filter. FACTORY TRAINED TECHNICIAN WILL REPLACE DIESEL OIL, FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TOPPED OFF AS AVAILABLE [redacted] Differential service 80 RearDifferential Service REAR DIFFERENTIAL SERVICE REAR DIFFERENTIAL SERVICE [redacted] FOUND THAT THE PARTICULATE MATTER(PM)SENSOR HAS FAILEDINTERNALLY////////////////////////////////80 SCANNED VEHICLE FOR DIAGNOSTIC TROUBLECODES, VEHICLE POWERTRAIN CONTROL MODULE [redacted] LOST COMMUNICATION WITH PMSENSOR. DISCONNECTED THE PM SENSOR CONNECTOR.TESTED FOR PROPER VOLTAGE ACROSS THE [redacted])SCR RELAY 2 CIRCUIT AND THE (Z915) GROUNDCIRCUIT AT THE CONNECTOR, FOUND THAT THEVOLTAGE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CELO CAME ON . . TRANSMISSION/TRANSFER CASE REPAIRS // TOW IN// CUSTOMER STATES VEHICLE WILL NO T GO FORWARD & CHECK ENGINE LIGHT HAS ILLUMINATED

(Claim) Cause:

OUND THAT THE PARTICULATE MATTER(PM) SENSOR HAS FAILED INTERNALLY K1 CLUTCH KIT TSB

(Claim) Correction:

SCANNED VEHICLE FOR DIAGNOSTIC TROUBLE CODES, VEHICLE POWERTRAIN CONTROL MODUL ACTIVE [redacted] RELATED TO K1 TSB.REMOVED THE TRANSMISSION THE REMOVED AND RE E HAS [redacted]-LOST COMMUNICATION WITH PM SENSOR. DISCONNECTED THE PM SE NSOR CONNECTOR. TESTED FOR PROPER VOLTAGE ACROSS THE[redacted]) SCR RELAY 2 CIRC PLACED DAMAGED CLUTCH KIT ([redacted]) THEN CLEARED THE CODES AND TOOK THE VE HICLE ON [redacted] ROAD TEST. UIT AND THE ([redacted]) GROUND CIRCUIT AT THE CONNECTOR, FOUND THAT THE VOLTAGE I S NORMAL AT THIS TIME. TESTED [redacted] THE ([redacted]) [redacted] [redacted](+) AND THE ([redacted]5) [redacted] [redacted](-) CIRCUIT FOR PROPER RESISTANCE BETWEEN THE PM SENSOR CON NECTOR AND THE PCM C2 HARNESS CONNECTOR AS PER THE DIAGNOSTIC FLOW CHART. FO UND THAT [redacted] CIRCUIT RESISTANCE IS NORMAL AT THIS TIME. NEED TO REPLACE THE PM SENSOR AS PER THE DIAGNOSTIC FLOW CHART. REMOVED AND REPLACED THE PCM SE NSOR AS PER SERVICE INFORMATION. CLEARED [redacted] AND TEST DROVE THE VEHICLE. NO [redacted]S RETURNED DURING THE TEST DRIVE. VEHICLE IS OPERATING NORMALLY AT THIS T IME. REQUESTING 00 DIAGNOSTIC WARRANTY TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] MEGA 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**	[redacted]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] JEEP RAM	**Zone**	[redacted]
Address	1906 MORELAND BLVD , [redacted], IL 61822				

Condition Information

Condition			Failure	Failure	Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		55.94	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]T	1	X	[redacted]	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		57.18	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	GREASE	1		55.94	$176.65
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	1		57.18	$176.65
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	[redacted]	[redacted]	[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]	[redacted]T	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]	[redacted]	[redacted]	FLUID AFT	1		[redacted]	

A	[redacted]	State Labor Allowance			[redacted]	[redacted]			[redacted]	
A		State Labor Allowance				GREASE	1			
A		State Labor Allowance				[redacted]	[redacted]			
A		State Labor Allowance				FLUID AFT	1			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]			[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1	X	1218.29	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]			[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car				GREASE	1			
A	85LOAN00	Loaner Car ; Loaner Car				[redacted]	1	X	1218.29	
A	[redacted]	Loaner Car ; Loaner Car				FLUID AFT	[redacted]			
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles				GREASE	1		55.94	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1	X	1218.29	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	1		57.18	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES VEHICLE HAS REVERSE BUT NO FORWARD GEARS ENGAGING. ENGINE LIGHT CAME ON AFTER THIS OCCURRED. CHECK AND ADVISE] Multi-point inspection (according to maintenance interval)

(RO) Cause:

F

(RO) Correction:

[redacted] Found [redacted] in regards to k1clutch snap ring dislodgement. Followingservice information, removed transmission andremoved k1 clutch and found snap ring loose.Also found o ring debris lodges in k2 clutchpiston. Proceeded to order components for k2clutch based on previous experience. Oncecomponents arrived proceeded with tear downand found no damage to k2 hub, debris wasfrom k1 clutch. Cleaned debris andreinstalled k2 components as well as bulletincomponents for k1 clutch. Once installationcomplete, checked endplay at .026 in (withinspec). Continued to install transmission andtransfer case. Filled with fluid and clearedcodes. Performed quicklearn and test drovevehicle to verify repairs. DIAGNOSIS Transmission, Remove and install for recondition -AS68RC/AS69RC K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - TRANSMISSION DEF EQUIPPED2500-3500 PICK UP ONLY 4X4 EQUIPPED ADD'L LABOR TIME REQUIRED WARRANTY BATT TEST TRANSMISSION DEF EQUIPPED2500-3500 PICK UP ONLY 4X4 EQUIPPED ADD'L LABOR TIME REQUIRED Multi-point inspection (according to maintenanceinterval) ENTERPRISE RENTAL PERFORM MULTI-POINT INSPECTION SUBLET REPAIRS

(RO) Technical Notes:

[redacted]ORDE[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS REVERSE BUT NO FORWARD GEARS ENGAGING. ENGINE LIG HT CAME ON AFTER THIS OCCURRED.

(Claim) Cause:

FOUND [redacted] IN REGARDS TO K1 [redacted] SNAP RING DISLODGEMENT. FOLLOWING SER VICE INFORMATION, REMOVED TRANSMISSION AND REMOVED K1 [redacted] AND FOUND SNAP R ING LOOSE. ALSO FOUND O RING DEBRIS LODGES IN [redacted]. PROCEEDED TO ORDER COMPONENTS FOR [redacted] BASED ON PREVIOUS EXPERIENCE

(Claim) Correction:

[redacted] COMPONENTS ARRIVED PROCEEDED WITH TEAR DOWN AND FOUND NO DAMAGE TO [redacted], DEBRIS WAS FROM [redacted]. CLEANED DEBRIS AND REINSTALLED K2 COMPONENTS AS WELL AS BULLETIN COMPONENTS FOR K1 [redacted]. [redacted] INSTALLATION COMPLETE, CHECK ED ENDPLAY AT .026 IN (WITHIN SPEC). CONTINUED TO INSTALL TRANSMISSION AND T RANSFER CASE. FILLED WITH FLUID AND CLEARED CODES. PERFORMED QUICKLEARN AND T EST DROVE VEHICLE TO VERIFY REPAIRS.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure [redacted]	Number	Part Name	Part Quantity	Failed [redacted]	Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	7		96.65	$93.13
[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	X	1192.24	$186.26
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	7		96.65	$186.26
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	6		[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 ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	7		[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]	6		[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]	1	[redacted]	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		[redacted]	

		Input Shaft Assembly - Inspect and Replace Snap Ring								

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON C/S WAS DRIVING [redacted] AND VEHICLES RPMS JUMPED AND VEHICLE BEGAN LOSING ACCELERATION C/S IF YOU GO INTO REVERSE VEHICLE WILL SLAM INTO REVERSE C/S IF YOU ACCELERATE IN DRIVE VEHICLE WILL MAX [redacted] INSPECT AND ADVISE PERFORM [redacted] COURTESY INSPECTION CHECK TIRE PRESSURE AND TREAD DEPTH

(RO) Cause:

VERIFIED CONCERN, [redacted] GEAR RATIO IN FIRST,TSB, [redacted] RAISED VECH,DRAINED TRANS PAN AND REMOVED,NO DEPREE,REMOVED TRANS,INSP FOR [redacted] SNAP RING BROKEN,VERIFYED,ORDERED NEW [redacted] ASSEMBLE, PERFORMED [redacted] INSPECTION

(RO) Correction:

INSTALLED NEW [redacted] ASSEMBLE,CHECKED END PLAY,.027,IN SPEC, [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap RinG [redacted] Shaft Equipped [redacted] Skid Plate Equipped [redacted]-61 [redacted] DEF Equipment [redacted] 4x4 pick-up only [redacted] 4x4 Equipped [redacted] PERFORMED [redacted] INSPECTION AS PER ATTACHED PRINT OUT. SET TIRES TO SPEC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON C/S WAS DRIVING [redacted] AND VEHICLES RPM S JUMPED AND VEHICLE BEGAN LOSING ACCELERATION C/S IF YOU GO INTO REVERSE VEH ICLE WILL SLAM INTO REVERSE C/S IF YOU ACCELERATE IN DRIVE VEHICLE WILL MAX [redacted] INSPECT AND ADVISE

(Claim) Cause:

VERIFIED CONCERN[redacted]1,GEAR RATIO IN FIRST,TSB, [redacted] RAISED VECH,DRAINED TRANS PAN AND REMOVED,NO DEPREE,REMOVED TRANS,INSP FOR [redacted] SNAP RING BR OKEN,VERIFYED,ORDERED NEW [redacted] ASSEMBLE,

(Claim) Correction:

INSTALLED NEW [redacted] ASSEMBLE,CHECKED END PLAY,.027,IN SPEC, [redacted] / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SNAP RING [redacted] PROPELLER SHAFT EQUIPPED [redacted] [redacted] PLATE EQUIPPED [redacted]-61 [redacted] DEF EQUIPMEN[redacted] [redacted] PICK-UP ONLY [redacted] [redacted] EQUIPPED [redacted]-[redacted]

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] **Name**	CHRISTOPHER'S DODGE WORLD INC [redacted]
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only				[redacted]	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		37.83	$103.87
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		12.41	$103.87
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		7.12	$103.87
[redacted]		Transmission ; DEF equipped [redacted] pick-up only				[redacted]	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		38.79	$103.87
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		8.42	$103.87
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		40.09	$103.87
[redacted]		Transmission ; DEF equipped [redacted]			[redacted]	[redacted]				

		[redacted] pick-up only								
A	[redacted]	Transmission ; DEF equipped [redacted] [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] [redacted] pick-up only			68055894AA	FLUID	3		[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]	[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]	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			68253770AA	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			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	[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]	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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID	3		[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]	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 ; Skid plate equipped			[redacted]	HUB	1		355.78	[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]	SNAP 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]	SEAL RING	1		7.12	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	O-RING	1		[redacted]	

		[redacted]C ; Skid plate equipped								
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			68085955AA	WASHER	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		42.17	$51.93
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]	FLUID	3		[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			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68254056AB	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	BEARING	1		37.83	$34.62

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	FLUID	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]	CLUTCHKIT	1	X	1273.86	$796.31
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[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]	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		35.23	[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]	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]	
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]	SEAL RING	1		12.41	[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		7.12	[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		31.76	[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		38.79	[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]	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		42.17	$796.31
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]	FLUID	3		21.61	$796.31
B	[redacted]	Sensor, particulate matter (soot sensor) ; [redacted] diesel	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	SENSOR	1	X	[redacted]	
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SENSOR	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

FREE MAINTENANCE INSPECTION RECALL CAMPAIGN [redacted] RAM HEAVY DUTY GRID HEATER RELAY TRANSMISSION/TRANSFER CASE REPAIRS // TOW IN// CUSTOMER STATES VEHICLEWILL NOT GO FORWARD & CHECK ENGINE LIGHT HAS ILLUMINATED AUTO.LIVE REPAIR ORDER FACTORY TRAINED TECHNICIAN WILL REPLACE DIESEL OIL, FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TOPPED OFF AS AVAILABLE [redacted] REAR DIFFERENTIAL SERVICE DURING TEST DRIVE CELO CAME ON . . . ADVISE

(RO) Cause:

. [redacted] clutch kit recall Oil Change Differential service FOUND THAT THE PARTICULATE MATTER(PM) SENSOR HAS FAILED INTERNALLY////////////////////////////////

(RO) Correction:

FREE MAINTENANCE INSPECTIO[redacted] Performed Heater grid relay recall. FEDERAL RECALL [redacted], REPLACE RELAY, INTAKE AIRHEATER FEDERAL RECALL [redacted], REPLACE RELAY, INTAKE AIR HEATER [redacted] K1 clutch kit recall [redacted] related to K1 recall. Removed theTransmission the removed and replaced damagedClutch Kit ([redacted]) then cleared the codesand took the vehicle on [redacted]. TRANS REMOVE AND INSTALL TRANS TSB TRANS TSB REMOVE AND INSTALL RECONDITION DEF TRANS REMOVE AND INSTALL FOR RECONDITION FREIGHT TRANS REMOVE AND INSTALL TRANS TSB TRANS TSB REMOVE AND INSTALL RECONDITION DEF TRANS REMOVE AND INSTALL FOR RECONDITION MISC. SHOP CHARGES AUTO.LIVE REPAIR ORDER [redacted] Replaced the Diesel oiland filter. FACTORY TRAINED TECHNICIAN WILL REPLACE DIESEL OIL, FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TOPPED OFF AS AVAILABLE [redacted] [redacted] Differential service 80 RearDifferential Service REAR DIFFERENTIAL SERVICE REAR DIFFERENTIAL SERVICE[redacted] [redacted] FOUND THAT THE PARTICULATE MATTER(PM)SENSOR HAS FAILEDINTERNALLY//////[redacted]

SCANNED VEHICLE FOR DIAGNOSTIC TROUBLECODES, VEHICLE POWERTRAIN CONTROL MODULE [redacted]-LOST COMMUNICATION WITH PMSENSOR. DISCONNECTED THE PM SENSOR CONNECTOR.TESTED FOR PROPER VOLTAGE ACROSS THE[redacted]5)SCR RELAY [redacted] AND THE ([redacted]) GROUNDCIRCUIT AT THE CONNECTOR, FOUND THAT THEVOLTAGE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CELO CAME ON . . TRANSMISSION/TRANSFER CASE REPAIRS // TOW IN// CUSTOMER STATES VEHICLE WILL NO T GO FORWARD & CHECK ENGINE LIGHT HAS ILLUMINATED

(Claim) Cause:

OUND THAT THE PARTICULATE MATTER(PM) SENSOR HAS FAILED INTERNALLY K1 CLUTCH KIT TSB

(Claim) Correction:

SCANNED VEHICLE FOR DIAGNOSTIC TROUBLE CODES, VEHICLE POWERTRAIN CONTROL MODUL ACTIVE [redacted] [redacted] RELATED TO K1 TSB.REMOVED THE TRANSMISSION THE REMOVED AND RE E [redacted]-LOST COMMUNICATION WITH PM SENSOR. DISCONNECTED THE PM SE NSOR CONNECTOR. TESTED FOR PROPER VOLTAGE ACROSS THE[redacted]) SCR RELAY 2 CIRC PLACED DAMAGED CLUTCH KIT ([redacted]) THEN CLEARED THE CODES AND TOOK THE VE HICLE ON [redacted] ROAD TEST. UIT AND THE ([redacted]) GROUND CIRCUIT AT THE CONNECTOR, FOUND THAT THE VOLTAGE I S NORMAL AT THIS TIME. TESTED [redacted] THE ([redacted] [redacted] [redacted](+) AND THE [redacted] [redacted] [redacted](-) CIRCUIT FOR PROPER RESISTANCE BETWEEN THE PM SENSOR CON NECTOR AND THE PCM C2 HARNESS CONNECTOR AS PER THE DIAGNOSTIC FLOW CHART. FO UND THAT [redacted] CIRCUIT RESISTANCE IS NORMAL AT THIS TIME. NEED TO REPLACE THE PM SENSOR AS PER THE DIAGNOSTIC FLOW CHART. REMOVED AND REPLACED THE PCM SE NSOR AS PER SERVICE INFORMATION. CLEARED [redacted] AND TEST DROVE THE VEHICLE. NO [redacted]S RETURNED DURING THE TEST DRIVE. VEHICLE IS OPERATING NORMALLY AT THIS T IME. REQUESTING 00 DIAGNOSTIC WARRANTY TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	2120 CHAPMAN RD , CHATTANOOGA, TN 37421				

Condition 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]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; propeller shaft equipped			[redacted]	FLUID AFT	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]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	ADHESIVE	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]	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] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]	[redacted]	HUB	[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]	ADHESIVE	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		130.32	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	1		14.48	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted] T	[redacted]			[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	HUB	1		349.22	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	ADHESIVE	1		9.71	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles [redacted]			[redacted]	BOLT	6		24.53	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles [redacted]			[redacted]	FLUID AFT	9		130.32	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles [redacted]			[redacted]	FLUID AFT	1		14.48	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles [redacted]			[redacted]	[redacted]	1	X	1250.37	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles [redacted]			[redacted]	HUB	1		349.22	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles [redacted]			[redacted]	ADHESIVE	1		9.71	[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN Recall / Customer Satisfaction Notification 1

(RO) Cause:

NA

(RO) Correction:

CHECK ENGINE LIGHT IS ON Multi-point inspection (according to maintenance interval) [redacted] snap ring repair inside transmission COURTESY LOANER WHILE VEHICLE IN FOR REPAIRS CUSTOMER STATES THERE IS VIBRATION AT [redacted] PLEASE CHECK AND ADVISE

(RO) Technical Notes:

PARTS ON BACKORDER R K1 SNAP RING INSPECTION REMOVED TRANSMISSION REMOVED TORQUE CONVERTER AND BELL HOUSING REMOVED OIL PUMP AND INPUT SHAFT AND CLUTCH ASSEMBLIES FOUND SNAP RING HAD DISLODGED FOLLOWED [redacted] PROTOCOL FOR DISLODGED SNAP RING REPAIR REPLACED THE [redacted] CLUTCH ASSEMBLY AND INSPECTED ALL BEARINGS AND THE [redacted] PACK FOR SIGNS OF DAMAGE NO DAMAGE WAS FOUNT REPLACED OIL SEALS AND REASSEMBLED K1 AND [redacted] PACKS BACK INTO TRANSMISSION REINSTALLED AND VERIFIED TRANSMISSION MOVED FREELY CHECKED END PLAY TO CONFIRM PROPER SIZED SHIM WAS USED END PLAY WAS 0.020 WHICH WAS WITHIN THE SPEC RANGE LISTED ON THE [redacted] REINSTALLED TRANSMISSION AND OTHER COMPONENTS REMOVED FILLED TRANSMISSION WITH ASRC TRANS FLUID TILL WITHIN SAFE ZONE PERFORMED QUICKLEAR PROCEDURE AND TEST DROVE VEHICLE TRANSMISSION NOW HAS ALL [redacted] BUT HAS A HARSH DOWN SHIFT AND [redacted] CODE STILL ACTIVE....PERFORMED [redacted] UPDATE THAT ADDRESSED HARSH SHIFTS AND DROVE TRUCK TO RELEARN ADAPTIVE VALUES AND HARSHNESS WENT AWAY

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT AN VEHICLE IN LIMP MODE

(Claim) Cause:

CEL ON DUE TO [redacted] AND [redacted] AND [redacted].FURTHER DIAG FOUND NEW [redacted] FOR K1 SNA P [redacted] INSPECTION REMOVED TRANSMISSION REMOVED TORQUE CONVERTER AND BELL HOU SING REMOVED OIL PUMP AND INPUT SHAFT AND CLUTCH ASSEMBLIES FOUND SNAP [redacted] HAD DISLODGED FOLLOWED [redacted] PROTOCOL FOR DISLODGED SNA[redacted] REPAIR REPLACED TH E [redacted] CLUTCH ASSEMBLY AND INSPECTED ALL BEA[redacted]S AND THE K2 CLUTCH PACK FOR S IGNS OF DAMAGE NO DAMAGE WAS FOUNT REPLACED OIL SEALS AND REASSEMBLED K1 AND K2 CLUTCH PACKS BACK INTO TRANSMISSION REINSTALLED AND VERIFIED TRANSMISSION MOVED FREELY CHECKED END PLAY TO CONFIRM PROPER SIZED SHIM WAS USED END PLAY WAS 0.020 WHICH WAS WITHIN THE SPEC RANGE LISTED ON THE [redacted] REINSTALLED TRA NSMISSION AND OTHER COMPONENTS REMOVED FILLED TRANSMISSION WITH ASRC TRANS FLU ID TILL WITHIN SAFE ZONE PERFORMED QUICKLEAR PROCEDURE AND TEST DROVE VEHICL E TRANSMISSION NOW HAS ALL GEARS BUT HAS A HARSH DOWN SHIFT AND [redacted] CODE S TILL ACTIVE....PERFORMED [redacted] UPDATE THAT ADDRESSED HARSH SHIFTS AND DROVE TRUC K TO RELEARN ADAPTIVE VALUES AND HARSHNESS WENT AWAY

(Claim) Correction:

CEL ON DUE TO [redacted] AND [redacted] AND [redacted].FURTHER DIAG FOUND NEW [redacted] FOR K1 SNA P [redacted] INSPECTION REMOVED TRANSMISSION REMOVED TORQUE CONVERTER AND BELL HOU SING REMOVED OIL PUMP AND INPUT SHAFT AND CLUTCH ASSEMBLIES FOUND SNAP [redacted] HAD DISLODGED FOLLOWED [redacted] PROTOCOL FOR DISLODGED SNA[redacted] REPAIR REPLACED TH E [redacted] CLUTCH ASSEMBLY AND INSPECTED ALL BEA[redacted]S AND THE K2 CLUTCH PACK FOR S IGNS OF DAMAGE NO DAMAGE WAS FOUNT REPLACED OIL SEALS AND REASSEMBLED K1 AND K2 CLUTCH PACKS BACK INTO TRANSMISSION REINSTALLED AND VERIFIED TRANSMISSION MOVED FREELY CHECKED END PLAY TO CONFIRM PROPER SIZED SHIM WAS USED END PLAY WAS 0.020 WHICH WAS WITHIN THE SPEC RANGE LISTED ON THE [redacted] REINSTALLED TRA NSMISSION AND OTHER COMPONENTS REMOVED FILLED TRANSMISSION WITH ASRC TRANS FLU ID TILL WITHIN SAFE ZONE PERFORMED QUICKLEAR PROCEDURE AND TEST DROVE VEHICL E TRANSMISSION NOW HAS ALL GEARS BUT HAS A HARSH DOWN SHIFT AND [redacted] CODE S TILL ACTIVE....PERFORMED [redacted] UPDATE THAT ADDRESSED HARSH SHIFTS AND DROVE TRUC K TO RELEARN ADAPTIVE VALUES AND HARSHNESS WENT AWAY

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

Dealer Information

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

Condition Information

Condition Code	LOP	[redacted]	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part [redacted]	LOP [redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	CLUTCHKIT	1		1504.19	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	6		[redacted]	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68456960AA	HUB	1		213.13	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		41.60	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]B	HUB	1		420.11	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BEARING	1		43.86	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269568AB	SNAP RING	1	X	[redacted]	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	SCREW	4		8.61	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06509166AA	BOLT	4		34.02	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GREASE	1		69.06	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253940AA	[redacted]	4		58.61	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68019782AA	[redacted]	1		8.40	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244579AA	O-[redacted]	1		37.50	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244638AA	GASKET	1		[redacted]	
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68085955AA	WASHER	1		[redacted]	
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253814AA	RACE	1		47.34	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253815AA	RACE	1		49.80	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68253816AA	RACE	1		[redacted]	
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	8		139.35	[redacted]
[redacted]		Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253770AA	BEARING	1		44.67	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	CLUTCHKIT	1		1504.19	[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]	[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]	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			68269568AB	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SCREW	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			[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]	[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]	[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			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]	FLUID AFT	8		[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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	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]	BOLT	6		29.51	[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]	HUB	1		[redacted]	[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]	RACE	1		41.60	[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]	HUB	1		[redacted]	[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]	BEARING	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]	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	ZZ	SERVICE ACTION	[redacted]	SCREW	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]	GREASE	1		69.06	[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]	SEAL RING	4		58.61	[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]	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]	O-RING	1		[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 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]	WASHER	1		9.94	$781.22
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	RACE	1		47.34	$781.22
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [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]C ; [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]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	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 Ring	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	SCREW	4		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	GASKET	1		45.80	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BEARING	1		[redacted]	[redacted]

B	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	D-RING	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for repair - [redacted]C ; 4x4 equipped			[redacted]	D-RING	1	X	[redacted]	[redacted]
B	[redacted]	Seal, front pump housing ; (3 - Highly Skilled)	[redacted]	LEAK	[redacted]	D-RING	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

COURTESY VEHICLE INSPECTION. [redacted] INSPECTION CHECK ENGINE LIGHT IS ON RENTAL CAR COMPLETE OPEN RECALL TRANSMISSION

(RO) Cause:

[redacted]

(RO) Correction:

[redacted]

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

AFTER REPAIR ON LINE 1 DURING ROAD TEST FOUND A HARSH ENGAGEMENT AND DELAYED S CEL ON AND WILL NOT DRIVE FORWARD HIFT

(Claim) Cause:

[redacted] AND [redacted] ADDRESSES CONCERN OPENED STAR CASE AND WAS TOLD TO REMOVE TRANSMISSION, FRONT PUMP AND INSPECT T HE K1 [redacted] FOUND SEAL HAS ROLLED

(Claim) Correction:

REMOVE TRANS AND REPLACE THE SNAP RING REPLACE SEAL , REINSTALL TRANSMISSION AND CONFIRM REPAIR

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	5210 S IH 35 , AUSTIN, TX 78745		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE ENGINE SO	[redacted]	COOLER	1		286.01	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE ENGINE SO	[redacted]	[redacted]	1		174.83	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		286.01	$81.68
[redacted]	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		174.83	$40.84
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		286.01	[redacted]
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Valve, thermal cooler bypass			[redacted]	COOLER	1		286.01	$61.26
A	[redacted]	Valve, thermal cooler bypass			[redacted]	[redacted]	1		174.83	$61.26

A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]				COOLER	1		[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]				TOC ASSY	1		[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]				TRANSMISS	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PUTTING VEHICLE INTO DRIVE VEHICLE MAKES LOU D [redacted] STATES VEHICLE WILL ONLY GO INTO REVERSE (Automatic Transmission Concern) (Multi-point inspection according to maintenance interval)

(RO) Cause:

FINE METAL DEBRIS IN TRANSMISSION FLUID AND BOTTOM OF [redacted] SPECIAL ORDER TRANS INSPECTION

(RO) Correction:

VERIFIED CONCERN. TRUCK ONLY MOVES IN REVERSE. LIFTED TRUCK. DRAINED FLUID FROM PAN. REMOVED DEF TANK AND BRACKET. REMOVED SKID PLATE. REMOVED [redacted] AND FOUND FINE METAL DEBRIS IN PAN. NO PRIOR APPROVAL NEEDED. ORDERED TRANSMISSION, TRANS COOLER, [redacted] VALVE DUE TO UNABLE TO REMOVE ALL METAL/DEBRIS FROM SYSTEM. UNABLE TO REMOVE TRANS DUE TO DEF TANK AND BRACKET HITTING TRANSFER CASE. REMOVED DEF AND BRACKET. REPLACED TRANSMISSION,TRANSFERRED TRANSFER CASE. FILLED T- CASE WITH FLUID DUE TO LOSS WHEN REMOVING CASE. REPLACED [redacted] VALVE. REPLACED TRANS COOLER. INSTALLED MISSING TRANS FLUID INDICATOR.DUE TO UNABLE TO VERIFY OIL LEVEL. [redacted] Shift Incorrect Ratio-TCM [redacted] Shift Incorrect Ratio- 21002712 Transmission, Replace MALFUNCTION LIGHT MIL [redacted] Transmission,DEF equipped 2500-3500 [redacted] pick-up only.6 [redacted] Transmission, Replace - automatic [redacted] equipped [redacted] 21002760 Transmission, Replace - automatic Skid plate equipped [redacted] Transmission, Replace - automatic [redacted] shaft equipped [redacted], thermal cooler bypass .3 [redacted] Oil cOOLER [redacted] Quick Learn .2 COMPLETED INSPECTION AND CUSTOMER PROVIDED WITH COPY OF MULTI-POINT INSPECTION FORM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PUTTING VEHICLE INTO DRIVE VEHICLE MAKES LOU D [redacted] STATES VE CUSTOMER STATES PUTTING VEHICLE INTO DRIVE VEHICLE MAKES LOU D [redacted] STATES VE CUSTOMER STATES PUTTING VEHICLE INTO DRIVE VEHICLE MAKES LOU D [redacted] STATES VE CUSTOMER STATES PUTTING VEHICLE INTO DRIVE VEHICLE MAKES LOU D [redacted] STATES VE

(Claim) Cause:

FINE METAL DEBRIS IN TRANSMISSION FLUID AND BOTTOM OF [redacted] SPECIAL ORDER FINE METAL DEBRIS IN TRANSMISSION FLUID AND BOTTOM OF [redacted] SPECIAL ORDER FINE METAL DEBRIS IN TRANSMISSION FLUID AND BOTTOM OF [redacted] SPECIAL ORDER FINE METAL DEBRIS IN TRANSMISSION FLUID AND BOTTOM OF [redacted] SPECIAL ORDER

(Claim) Correction:

VERIFIED CONCERN. TRUCK ONLY MOVES IN REVERSE. LIFTED TRUCK. DRAINED FLUID FRO VERIFIED CONCERN. TRUCK ONLY MOVES IN REVERSE. LIFTED TRUCK. DRAINED FLUID FRO VERIFIED CONCERN. TRUCK ONLY MOVES IN REVERSE. LIFTED TRUCK. DRAINED FLUID FRO VERIFIED CONCERN. TRUCK ONLY MOVES IN REVERSE. LIFTED TRUCK. DRAINED FLUID FRO

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	$1,236.56	***Sublet***	[redacted]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] DODGE JEEP RAM	***Zone***	[redacted]
Address	1906 MORELAND BLVD , [redacted], IL 61822				

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]										
A	[redacted]	Hub and [redacted], front			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]	Hub and [redacted], front			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Hub and [redacted], front			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]	Hub and [redacted], front			[redacted]	RETAINER	1		818.28	[redacted]
A	[redacted]	Hub and [redacted], front			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Hub and [redacted], front			[redacted]	[redacted]	1		150.38	[redacted]
A	[redacted]	Hub and [redacted], front			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Hub and [redacted], front			68269652AB	SPRING	1		37.26	[redacted]
A	[redacted]	Hub and [redacted], front			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Hub and [redacted], front			68019797AA	O RING	1		[redacted]	[redacted]
A	[redacted]	Hub and [redacted], front			68269570AB	[redacted]	1		4.81	[redacted]
A	[redacted]	Hub and [redacted], front			68244837AB	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Hub and [redacted], front			68269651AA	DISC	1		[redacted]	[redacted]
A	[redacted]	Hub and [redacted], front			68269646AB	[redacted]	1		141.25	[redacted]
A	[redacted]	Hub and [redacted], front			68019763AB	[redacted]	1		11.45	[redacted]
A	[redacted]	Hub and [redacted], front			[redacted]	HUB	1		340.26	[redacted]
A	[redacted]	Hub and [redacted], front			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[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]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RETAINER	1		818.28	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		40.91	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		150.38	[redacted]
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		13.61	[redacted]

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SPRING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	PLATE	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]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	DISC	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	PLATE	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]	[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]	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	[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		23.90	[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]	RETAINER	1		818.28	[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		40.91	[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]	PISTON	1		150.38	[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]	SPRING	1		37.26	[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]	O RING	1		32.37	[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]	[redacted] RING	1		4.81	[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]	DISC	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]	[redacted] 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		340.26	[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		114.36	[redacted]
A	851STATE	State Labor Allowance			[redacted]	BOLT	4		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	851STATE	State Labor Allowance			[redacted]	BOLT	6		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	RETAINER	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	D-RING	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	[redacted]	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	D-RING	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	SPRING	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	[redacted]	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	O RING	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	[redacted] RING	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	[redacted]	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	DISC	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	[redacted]	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	[redacted] RING	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	HUB	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	FLUID AFT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES VEHICLE IS NOT SHIFTING AND WILL ONLY MOVE IN REVERSE. CHECK AND ADVISE] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

[redacted]

(RO) Correction:

[redacted] No gear Customer states that thevehicle will not move in forward gear, onlyreverse. Inspected vehicle and found thatdrive is not operational. Found that thereverse did operate. Found code [redacted]. Found bulletin [redacted] Astating to remove dis[redacted]emble transmission K1clutch [redacted]embly. Removed and dis[redacted]embled andinspected transmission components, found thatthe snap ring came apart. Also found thatthere was damage to the K2 hub and the [redacted] [redacted]embly had broken O-ring pieceshanging out of the clutch [redacted]embly. Foundthat all will need replaced. Replaced the K1clutch [redacted]embly, K2 hub, [redacted] [redacted]embly,and corresponding gaskets per serviceinformation. Found that end play was at [redacted]after [redacted]embly. Installed transmission andrefilled fluid and performed a quick learn.Found that the vehicle was now operating asdesigned. Transmission, Remove and install for recondition -AS68RC/AS69RC [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) ADD'L LOP ADD'L LOP DIAGNOSIS ADD'L LABOR TIME REQUIREDK2 CLUTCH PACK WORK ADD'L LABOR TO COMPLETE JOB ADD'L LOP ADD'L LOP WARRANTY BATT TEST ADD'L LABOR TIME REQUIREDK2 CLUTCH PACK WORK GENERAL CONCER[redacted] [redacted]recall Performed [redacted]A recall perservice information, replaced heater gridrelay. Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) ADD'L LABOR TIME REQUIRED ADD'L LABOR TIME REQUIRED

(RO) Technical Notes:

ADDITIONAL LABOR FOR K2 CLUTCH PACK

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IS NOT SHIFTING AND WILL ONLY MOVE IN REVERSE.

(Claim) Cause:

NO GEAR CUSTOMER STATES THAT THE VEHICLE WILL NOT MOVE IN FORWARD GEAR, ONLY REVERSE. INSPECTED VEHICLE AND FOUND THAT DRIVE IS NOT OPERATIONAL. FOUND THA T THE REVERSE DID OPERATE. FOUND [redacted] PRESENT. FOUND BULLETIN [redacted] A STATING TO REMOVE DISASSEMBLE TRANSMISSION [redacted] CLUTCH ASSEMBLY. REMOV ED AND DISASSEMBLED AND INSPECTED TRANSMISSION COMPONENTS, FOUND THAT THE SNA P RING CAME APART. ALSO FOUND THAT THERE WAS DAMAGE TO THE [redacted] AND THE K2 CLUTCH ASSEMBLY HAD BROKEN O-RING PIECES HANGING OUT OF THE CLUTCH ASSEMBLY. FOUND THAT ALL WILL NEED REPLACED

(Claim) Correction:

REPLACED THE [redacted] CLUTCH ASSEMBLY, [redacted], K2 CLUTCH ASSEMBLY, AND CORRESPONDIN G GASKETS PER SERVICE INFORMATION. FOUND THAT END PLAY WAS AT [redacted] AFTER ASS EMBLY. INSTALLED TRANSMISSION AND REFILLED FLUID AND PERFORMED A QUICK LEARN. FOUND THAT THE VEHICLE WAS NOW OPERATING AS DESIGNED

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**	[redacted]	**Zone**	[redacted]
Address	4200 PARKWAY PL SW , GRANDVILLE, MI 49418				

Condition Information

Condition Code	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Battery ; [redacted] batteries	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	2	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Battery Concern [Customer States BATTERIES ARE DEAD AND WILL NOT TAKE A CHARGE OR JUMP START]

(Claim) Cause:

BATTERIES FAILED

(Claim) Correction:

gr8 load tested [redacted], failed. removed and replaced [redacted], r echecked, passed .8hrs

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[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] ***Name***	[redacted]
Address	1717 N WHEELING AVE , MUNCIE, IN 47303

Condition Information

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

GENERAL CONCERN 1

(RO) Cause:

NA

(RO) Correction:

-

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN 1 TECH SERVICE BULLETIN

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	42 STATE RD , DARTMOUTH, MA 02747				

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]	Column assembly, steering ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COLUMN	1	[redacted]		[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM COURTESY MULTI POINT INSPECTION CUSTOMER STATES CHECK CLICKING SOUND WHEN TURNING THE STEERING WHEEL LEFT, CHECK AND ADVISE. Recall / Customer Satisfaction Notification 1 Safety Recall [redacted] - Intake Air Grid Heater Relay **

(RO) Cause:

VERIFIED CUSTOMER CONCERN, METAL SCRAPING SOUND COMING FROM INTERNAL STEERING COLUMN SHAFT, INTERNAL FAILURE IN COLUMN SHAFT.

(RO) Correction:

REMOVED AND REPLACED STEERING COLUMN SHAFT AND TEST DROVE VEHICLE, VERIFIED REPAIR. ON ORDER LIST

(RO) Technical Notes:

INTERNAL METALLIC SCRAPING SOUND INSIDE COLUMN

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK CLICKING SOUND WHEN TURNING THE STEERING WHEEL LEFT

(Claim) Cause:

VERIFIED CUSTOMER CONCERN, METAL SCRAPING SOUND COMING FROM INTERNAL STEERING COLUMN SHAFT, INTERNAL FAILURE IN COLUMN SHAFT.

(Claim) Correction:

REMOVED AND REPLACED STEERING COLUMN SHAFT AND TEST DROVE VEHICLE, VERIFIED RE PAIR.

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	9240 S. MEMORIAL DRIVE , TULSA, OK 74133				

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	47.87	$29.16 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] [redacted] INSTALLED NEW INTAKE GRID HEATER RELAY PER [redacted] COMPLETE

(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**	DD8L63 - RAM 3500 REG CAB CHASSIS 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**	[redacted]	**Zone**	[redacted]
[redacted]	290 S CENTRAL , BATESVILLE, AR 72501				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	[redacted] 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 AND REPORT PERFORM FACTORY RECALL PER INSTRUCTIONS AND

(RO) Cause:

[redacted] - found gear ratio error in [redacted] through [redacted] removed

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted] OF [redacted]
Address	8100 ANNAPOLIS ROAD , [redacted] , MD 20784		

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)	[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] CUSTOMER STATES TO PERFORM THE FREE MULTIPOINT INSPECTION

(RO) Cause:

OPEN RECALL

(RO) Correction:

REPLACE HEATER GRID RELAY PERFORMED THE FREE MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

OPEN RECALL

(Claim) Correction:

REPLACE HEATER GRID RELAY

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**	$1,545.07	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SCOTT WOOD CHRYSLER DODGE JEEP	**Zone**	[redacted]
Address	290 S CENTRAL , BATESVILLE, AR 72501				

Condition Information

Condition [redacted]	Desc	Failure [redacted]	Failure		Part Name	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 ; 4X4 equipped			[redacted]	LUBRICANT	1		47.75	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		90.70	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		75.59	[redacted]
[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]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
[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]	
[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		90.70	$493.90
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			

		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:

TRUCK WILL NOT GO FORWARD

(Claim) Cause:

FOUND GEAR RATIO ERROR IN [redacted] REMOVED TRANSMISSION DISSEMBLED AND FOUND K1 SNAP RING DISLODGED

(Claim) Correction:

REPLACED K1 HOUSING AS DESCRIBED IN [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**	PETTIJOHN AUTO CENTER INC	**Zone**	74	DENVER
Address	HIGHWAY 69 SOUTH , BETHANY, MO 64424					

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1433.72	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		400.43	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	ADHESIVE	1		12.31	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		52.45	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		149.43	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	7		116.22	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		[redacted]	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		65.83	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1433.72	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		400.43	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	ADHESIVE	1		12.31	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		52.45	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		149.43	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	7		116.22	[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]	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 ; [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]	ADHESIVE	1		[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]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	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] 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] 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]	ADHESIVE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	1		[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]	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]	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]	[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]	[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]	
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]	

RO Narratives

(RO) Customer Concern:

Customer states no forward or reverse pulling trailer hauling cars stranded on side of intersate Customer states key fob battery

(RO) Cause:

DIAG FOUND WON'T MOVE FORWARD. TRANS FLUID SMELLS BURNT. WILL MOVE IN REVERSE. DTC - [redacted], [redacted]. FOUND [redacted] FOR CONCERN. NEED TORN DOWN TO INSPECT FOR TSB.

(RO) Correction:

REMOVE TRANS, TRANSFER CASE, DEF TANK. DISASSEMBLE TRANS. FOUND K1 SNAP RING DISLODGED. ORDERED PARTS. REASSEMBLE TRANS PER TSB. REINSTALL. FILL. CLEAR DTC'S. QUICKLEARN. TESTS, OK.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NO FORWARD OR REVERSE. PULLING TRAILER HAULING CARS. STRANDED ON SIDE OF INTER STATE.

(Claim) Cause:

DIAG FOUND WON'T MOVE FORWARD. TRANS FLUID SMELLS BURNT. WILL MOVE IN REVERSE. DTC - [redacted], [redacted]. FOUND [redacted] FOR CONCERN. NEED TORN DOWN TO INSP ECT FOR TSB.

(Claim) Correction:

REMOVE TRANS, TRANSFER CASE, DEF TANK. DISASSEMBLE TRANS. FOUND K1 SNAP RING D ISLODGED. ORDERED PARTS. REASSEMBLE TRANS PER TSB. REINSTALL. FILL. CLEAR DT C'S. QUICKLEARN. TESTS, OK.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted]	CAB CHASSIS	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	[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**	JAMES O'NEAL CHRYSLER PLYMOUTH DODGE JEEP EAGLE	**Zone**	[redacted]
Address	1634 HIGHWAY 27 NORTH , BREMEN, GA 30110				

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 [redacted]	RELAY	1	X	43.96 [redacted]	$21.48 [redacted]

RO Narratives

(RO) Customer Concern:

CUST REQUESTE [redacted] CUST STATES TRANSMISSION SLAMMED INTO GEAR, WOULD NOT MOVE. RECALL [redacted]

(RO) Cause:

INSPECT, SNAP RING HAS BROKEN, PERFORMED TSB [redacted] UPON TEST DRIVE, TRANSMISSION STILL SLIPS INTO REVERSE AND [redacted], FOUND VALVE BODY TO HAVE INTERNAL DAMAGE

(RO) Correction:

REMVOED AND REPALCED VALVE BODY, ALL OK 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] LA [redacted] E CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

[redacted]

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	, ,		

[redacted]

Condition Code	[redacted]	[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 [redacted]	RELAY	1	X	54.78	$26.49 [redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER STATES GENERAL TRANSMISSION CONCERN REVS UP WILL NOT GO FORWARD REVERSE ONLY. CHECK ENGINE LIGHT ON. CHECK AND ADVISE.

(RO) Cause:

DIA TEST,[redacted] GEAR RATIO ERROR IN [redacted],TRANS WONT PULL,FLUID BURNT

(RO) Correction:

PERFORMED COURTESY 27 POINT INSPECTION PERFORMED RECALL NO PARTS [redacted] REPLACED AIR HEATER RELAY LO[redacted]=.2 [redacted] REPLACED TRANS DUE TO REPAIR COST,FLUSHED COOLER,ROAD TEST OK [redacted] [redacted] [redacted] [redacted] FC/UC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

NA

(Claim) Correction:

PERFORMED RECALL NO PARTS [redacted] REPLACED AIR HEATER RELAY LO[redacted]=.2 [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1602 COMMERCE PKWY , BLOOMINGTON, IL 61704				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure [redacted]	Number [redacted]	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	7		103.53	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		38.89	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	7		103.53	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		38.89	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	7		103.53	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		38.89	[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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
[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]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]T	1	X	[redacted]	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	State Labor Allowance			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	State Labor Allowance			[redacted]	GASKET	1		38.89	[redacted]
A	[redacted]	State Labor Allowance			[redacted]	[redacted]T	1	X	1277.16	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]			[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]	1	X	1277.16	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	7		103.53	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		38.89	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]T	1	X	1277.16	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESCHECK ENGINE LIGHT IS ON.] Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay] General Concern #2 [CUSTOMER STATESTRACTION CONTROL LIGHT IS ON.] General Concern #3 [CUSTOMER STATESVEHICLE IS HARD TO SHIFT FROM REVERSE TO DRIVE, SLAMS INTO DRIVE ONCE IT DOES GO INTO DRIVE.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

1

(RO) Correction:

[redacted] GEAR INCORRCT [redacted] AND [redacted] P0731`P0732FOUND K-1 CLUTCH SNAP RING POP OUTTSB 21-00223 REV. A N RMOVED TRANS CHECKED INPUT INPLAY REMOVED PUMP REPLACED K-1 CLUTCHRECHECKED END PLAY REINSTALLLED TRANS SETFLUID LEVEL TEST DROVE NO DTC RETURN Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] EQUIP PROPELLER SHAFT EQUIP DEF EQUIPPED CHRYSLER ADDITIONAL LABORPER ILLINOIS STATE LAW RENTAL [redacted] EQUIP PROPELLER SHAFT EQUIP DEF EQUIPPED CHRYSLER ADDITIONAL LABORPER ILLINOIS STATE LAW SUBLET REPAIRS [redacted] PART ON ORDER Recall / Customer Satisfaction Notification1 RECALL [redacted] SEE JOB A General Concern #2 DIAGNOSIS [redacted] SEE JOB A General Concern #3 DIAGNOSIS [redacted] Performed Multipoint Inspection Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON

(Claim) Cause:

INCORRECT [redacted]

(Claim) Correction:

REPLACED CLUTCH

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 [redacted]	[redacted]	[redacted]	Failure [redacted]	***Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	7379.24	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER STATES GENERAL TRANSMISSION CONCERN REVS UP WILL NOT GO FORWARD REVERSE ONLY. CHECK [redacted] LIGHT ON. CHECK AND ADVISE.

(RO) Cause:

DIA TEST,[redacted] [redacted] GEAR RATIO ERROR IN [redacted],TRANS WONT PULL,FLUID BURNT

(RO) Correction:

PERFORMED COURTESY 27 POINT INSPECTION PERFORMED RECALL NO PARTS [redacted] REPLACED AIR HEATER RELAY LO[redacted] [redacted] REPLACED TRANS DUE TO REPAIR COST,FLUSHED COOLER,ROAD TEST OK [redacted] [redacted] [redacted] FC/UC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES GENERAL TRANSMISSION CONCERN REVS UP WILL NOT GO FORWARD REVER CUSTOMER STATES GENERAL TRANSMISSION CONCERN REVS UP WILL NOT GO FORWARD REVER CUSTOMER STATES GENERAL TRANSMISSION CONCERN REVS UP WILL NOT GO FORWARD REVER CUSTOMER STATES GENERAL TRANSMISSION CONCERN REVS UP WILL NOT GO FORWARD REVER

(Claim) Cause:

DIA TEST, [redacted] GEAR RATIO ERROR IN [redacted],TRANS WONT PULL,FLUID BURNT DIA TEST, [redacted] GEAR RATIO ERROR IN [redacted],TRANS WONT PULL,FLUID BURNT DIA TEST, [redacted] GEAR RATIO ERROR IN [redacted],TRANS WONT PULL,FLUID BURNT DIA TEST, [redacted] GEAR RATIO ERROR IN [redacted],TRANS WONT PULL,FLUID BURNT

(Claim) Correction:

REPLACED TRANS DUE TO REPAIR COST,FLUSHED COOLER,ROAD TEST OK [redacted] REPLACED TRANS DUE TO REPAIR COST,FLUSHED COOLER,ROAD TEST OK [redacted] REPLACED TRANS DUE TO REPAIR COST,FLUSHED COOLER,ROAD TEST OK [redacted] REPLACED TRANS DUE TO REPAIR COST,FLUSHED COOLER,ROAD TEST OK [redacted]

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**	$1,353.65	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	NORTHGATE CHRYSLER DODGE JEEP, INC.	[redacted]
Address	[redacted] COLERAIN AVE , CINCINNATI, OH 45251		

Condition Information

Condition [redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense [redacted]	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	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]	[redacted]	1		6.63	$26.06
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		29.57	$26.06
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		36.12	$26.06
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
[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] ; [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] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	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]	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	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK OUT CHARGE [redacted] [CUSTOMER STATES TRANSMISSION LOCKED UP WHILE ON THE HIGHWAY. WILL ONLY GO INTO REVERSE. PLEASE CHECK AND ADVISE.]

(Claim) Cause:

TRANSMISSION

(Claim) Correction:

[redacted]. REPRESENTATIVE FROM [redacted] CALLED AND INFORMED ME P4 AND P7 A RE ON BACK- ORDER UNTIL [redacted]. GOT THE KIT IN FOR THE TRANS REMOVED PARTS AN D INSTALLED THE TRANS KIT THEN TIGHTEN TO SPEC FOLLOWING SERVICE. THEN CHECK THEEND PLAY WAS WITHIN SPEC THEN INSTALLED TRANS AND FLASHED [redacted] AND THEN A LSO F ILLED TRANS AND TEST DROVE TO CLEVES AND BACK SHIFTED GREAT THUR ALL G [redacted]. JUST THE [redacted] FLASH IS [redacted]RT(.4HRS)

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]	**Name**	[redacted]	**Zone**	[redacted]
Address	258 PITTSBURGH RD , BUTLER, PA 16002		

Condition Information

Condition			Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1141.15	$86.54
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		31.56	$86.54
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		33.89	$86.54
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		318.71	$86.54
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		33.27	$86.54
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	CLUTCHKIT	1	X	1141.15	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	BEARING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	[redacted]	1		318.71	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	BEARING	1		33.27	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1141.15	$43.27
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			61.69	$43.27

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 ; [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 ; [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		161.69	
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		31.56	
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]	

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
VEHICLE WILL NOT MOVE IN FORWARD GEAR

(Claim) Cause:
SNAP RING FAILURE FOR THE K1 CLUTCH

(Claim) Correction:
REPLACE K1 CLUTCH/INPUT [redacted]

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**	$8,006.79	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	42650 HIGHWAY 27 , DAVENPORT, FL 33837				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	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]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		276.15	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		168.81	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		276.15	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[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]				
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		168.81	$63.96
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]				
A	[redacted]2	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]B	TRANSMISS	1	X	[redacted]	
A	[redacted]2	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	COOLER	1		276.15	$31.98

A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	$95.94
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		168.81	$95.94
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		25.66	$95.94
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil 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]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		276.15	$287.82
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CLIENT STATES THAT THE TRANSMISSION BANGED INTO GEAR AND THE CHECK ENGINE IGHT IS DISPLAYED. CLIENT STATES THAT THE VEHICLE BARELY MOVES FORWARD. CHECK AND ADVISE.

(Claim) Cause:

.VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE ONLY GOING INTO REVERSE. THE VEHIC LE WAS TOWED IN AND REQUIRED PUSHING VEHICLE INTO REPAIR FACILITY AND PLACIN G ON HOIST. PERFORMED A VISUAL INSPECTION AND FOUND NOTHING ABNORMAL. ACCESS ED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE(S) [redacted] AND TO FIND STORED CODE(S) [redacted] WHICH IS RELATED TO GEAR 1 SHIFT INCORRE CT RATIO.WHICH IS RELATED TO GEAR SHIFT POSITION CONTROL ERROR. CHECKED FOR ANY SOFTWA RE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. CHECKED TRAN SMISSION FLUID LEVEL AND CONDITION TO FIND THE TRANSMISSION FLUID LEVEL IS F [redacted] CLEAN. RESEARCHED AND ANALYZED SERVICE BULLETINS FOR THIS SYSTEM. FO UND DOCUMENT 21-[redacted] WHICH IS RELATED TO THE VEHICLE'S CONCERN. FOUND THE AUTOMATIC TRANSMISSION ASSEMBLY IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE AUTOMATIC TRANSMISSION ASSEMBLY WON'T MOVE IS THE K1 CLUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE TRANSFER FOR LOWER GEARS 1, 2, 3 A ND 4,.

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE AUTOMATIC TRANSMISSION ASSEMBLY WITH ALL OT HER RELATED SEALS GASKETS AND NON-REUSABLE HARDWARE THEN REPLACED THE TRANSM ISSION OIL COOLER.INSPECTED, REMOVED AND REPLACED THE COOLER BYPASS VALVE. P ERFORMED AN AUTOMAT IC TRANSMISSION SHIFT RELEARN. PERFORMED A QUICK LEARN P ROCEDURE. CHECKED AND SET THE TRANSMISSION FLUID TO THE CORRECT LEVEL. FINAL CLEANING AND DEGREASING. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted]. THE SYSTEM ISNOW 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	S - Safety (Recalls)	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[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:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern [redacted] COMPLET[redacted] [redacted] VISUAL INSPECTION .TEST AND REPLACE BATTERY

(RO) Cause:

. . .TEST AND REPLACE BATTERY

(RO) Correction:

[redacted] Installed grid heater per theparameters of recall. ([redacted]) (0.2) Recall / Customer Satisfaction Notification1 PERFORM RECALL Verified concern. Found vehicle will no[redacted]gage into drive. Pulled codes and foundthat there is an active code for Gear RatioError in [redacted]. Removed transmission andremoved [redacted] clutch assembly to find that thesnap has become dislodged. The entire K1clutch assembly has to be replaced due to thepiston being hyper ex[redacted]ded. Measured endplay, found that it was [redacted] This is inspec per the guidelines of the manufacturer.Found that the K2 hub is also damaged.Replaced the K1 clutch assembly and K2 clutchhub. Remeasured end play, Reading was stillat [redacted] Installed transmission andverified that it is now operating properlywith no issues. Test drove vehicle [redacted] milesto confirm repair. ([redacted]) (4.6)([redacted]) (0.2) ([redacted]) (0.3)([redacted]) (1.2) General Concern [redacted] CUSTOMER STATES Upon attempting to drive the vehicle in,it was found that the engine would not start.Tested the batteries and found that [redacted] ofthe batteries have failed the [redacted] batterytest. Replaced [redacted] and verifiedthat the engine will start and run with noissues. ([redacted]) ([redacted]) COMPLETE [redacted] VISUAL INSPECTION COMPLETE VISUAL [redacted] INSPECTION .TEST AND REPLACE BATTERYTEST AND REPLACE BATTERY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEH WILL NO GO INTO DRIVE VEH WILL NOT START

(Claim) Cause:

BATTERIES FAILED TEST CONFIRM CONCERN. GEAR RATIO ERROR REMOVE TRANS AND REMOVE K1 CLUTCH KIT ASSEMB LY. SNAP HAS BECOME DISLODGED. REF BULLETIN [redacted]

(Claim) Correction:

REPLACE BATTERIES. REPLACE K1 CLUTCH ASSEMBLY AND K2 CLUTCH HUB. MEASURE END PLAY. INSTALL TRANSM ISSION NORMAL OPERATION.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[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**	NEWBERG DODGE JEEP CHRYSLER, INC.	**Zone**	7[redacted]
Address	2809 PORTLAND ROAD , NEWBERG, OR 97132				

Condition Information

Condition [redacted]	[redacted]	[redacted] **Desc**	**Failure Code**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Other	OD							[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection NOTES [ADVISED [redacted] NEEDED FOR DIAG. TECH WENT ON ROAD TEST WITH CUSTOMER PRIOR TO DROP OFF.] General Concern #1 [GUEST STATE REAR END CLUNKS WHILE SHIFTING INTO [redacted], THERE IS A GURGLIG AND ROTATIONAL NOISE PRESENT IN [redacted], AND A GRINDING NOISE PRESENT THAT APPEARS TO QUICKEN AS SPEED INCREASES. PLEASE ADVISE.]

(RO) Cause:

Customer concern is normal operation andis the characteristic of the ram [redacted] dually. NO FURTHER TESTING NEEDED, ALL OPERATIONS ARE CHARACTERISTIC OF VEHICLE

(RO) Correction:

Multi-point inspection PERFORM WORLD CLASS VEHICLE INSPECTION NOTES INFORMATIONAL NOTES [redacted] tech on a test driveand showed the technician there is a grindingnoise when gear limiter is on in [redacted] andwhen [redacted] gear is revved to [redacted] andslows down to [redacted] at [redacted] per hourvehicle make a grinding noise, Customerstates you can hear it in all gear. I triedto duplicate and can only get the vehicle todo it in [redacted] gear into [redacted]. Got avehicle from sales with same make, model andas a dually, took vehicle on test drive andthe new vehicle does the same thing and onlyhas [redacted] on dash. Customer concern isnormal operation and is the characteristic ofthe ram [redacted] dually. NO FURTHER TESTINGNEEDED, AL[redacted]ERATIONS ARE CHARACTERISTIC OFVEHICLE [redacted] Body Diagnostics

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[GUEST STATE REAR END CLUNKS WHILE SHIFTING INTO [redacted], THERE IS A GURGLIG AND ROTATIONAL NOISE PRESENT IN [redacted], AND A GRINDING NOISE PRESENT THAT APP EARS TO QUICKEN AS SPEED INCREASES. PLEASE ADVISE.]

(Claim) Cause:

CUSTOMER CONCERN IS [redacted] IS THE CHARACTERISTIC OF THE [redacted] DUALLY. NO FURTHER TESTING NEEDED, ALL OPERATIONS ARE CHARACTERISTIC OF VE HICLE

(Claim) Correction:

CUSTOMER TOOK TECH ON A TEST DRIVE AND SHOWED THE TECHNICIAN [redacted] NOISE WHEN GEAR LIMITER IS ON IN [redacted] AND WHEN [redacted] REVVED TO [redacted] AND SLOWS DOWN TO [redacted] AT [redacted] PER HOUR VEHICLE MAKE A GRIN DING NOISE, CUSTOMER STATES YOU CAN HEAR IT IN ALL GEAR. I TRIED TO DUPLICATE AND CAN ONLY GET THE VEHICLE TO DO IT IN [redacted] GEAR INTO [redacted] GOT A VEHIC LE FROM SALES WITH SAME MAKE, MODEL AND AS A DUALLY, TOOK VEHICLE ON TEST DRIV E AND THE NEW VEHICLE DOES THE SAME THING AND ONLY HAS [redacted] ON DASH. CUS TOMER CONCERN IS [redacted] IS THE CHARACTERISTIC OF THE [redacted] DUALLY. NO FURTHER TESTING NEEDED, ALL OPERATIONS ARE CHARACTERISTIC OF VEH ICLE

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted] LOS [redacted]
Address	12545 FOLSOM BLVD , FOLSOM, CA 95630				

Condition Information

[redacted]	LOP	LOP Desc	[redacted]	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	1261.75	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06508406AA	BOLT	6		42.80	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253813AB	RACE	1		[redacted]	
A	[redacted]	[redacted] DEF equipped pick-up only			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06506497AA	BOLT	7		49.94	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		12.29	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			05019061AB	GREASE	1		57.93	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68254056AB	HUB	1		352.40	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68253770AA	BEARING	1		37.47	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	O-RING	1		31.46	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	GASKET	1		38.42	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68019782AA	[redacted]	1		7.05	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68085955AA	[redacted]	1		8.34	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68253814AA	RACE	1		39.[redacted]	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269548AA	[redacted]				
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FLUID AFT	9		131.50	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FLUID AFT	6		87.67	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1261.75	$242.86

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			06508406AA	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			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06506497AA	BOLT	7		[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			[redacted]	GREASE	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			68253770AA	BEARING	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			68019782AA	SEAL RING	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]	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			68269548AA	RACE	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	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]	BOLT	6		[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			68456960AA	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]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	7		[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]	GREASE	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			68253770AA	BEARING	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			68019782AA	SEAL RING	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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253815AA	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]	FLUID AFT	9		[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]	[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	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]	[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]	SNAP RING	1		10.74	[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]	BOLT	7		49.94	[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]	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		[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]	O-RING	1		31.46	[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]	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]	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		39.71	[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		41.77	[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		15.47	[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	6		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION LOST ALL FORWARD GEARS, HAS REVERSE ONLY, INTERMITTENT JOLT WHEN IN DRIVE, CHECK ENGINE LIGHT IS ON. TOW IN. INSPECT AND ADVISE. PERFORM COURTESY VISUAL INSPECTION SET TIRE SETTING PER [redacted] STATE LAW LF.....RF.....RR....LR....

(RO) Cause:

VERIFIED CONCERN [redacted] FAULT AFTER SHIFT. NEED TO FOLLOW [redacted] REMOVED TRANSMISSION AND TRANSFER CASE. INSPECTED K1 DRUM SNAP RING BLOWN OUT PERFORM MULTI-[redacted] VEHICLE INSPECTION STATE LAW PER [redacted]

(RO) Correction:

REPLACED DRUM AND INSTALLED TRANSMISSION. FILLED WITH FLUID POST DRIVE CYCLE. TESTED OK VISUAL INSPECTION PER LIST ATTACHED SET TIRE TO CORRECT TIRE PRESSURES ALL PARTS LISTED WILL BE ASSUMED NEW UNLESS OTHERWISE LISTED AS REMANUFACTURED OR USED ON THE PARTS CATEGORY OF INVOICE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATED THE TRANSMISSION WILL NOT GO INTO FOWARD GEARS.

(Claim) Cause:

TECH VERIFIED AND FOUND CODE [redacted]. TECH FOUND [redacted] FOR. TECH FOUND T HE K1 SNAP RING IS DISLODGED.

(Claim) Correction:

REPLACED THE CLUTCH KIT, REPLACED THE BOLT. REPLACED THE OIL PUMP GASKETS AND SEALS. REPLACED THE FLUIDS AND CLEARED THE CODE. TEST DROVE.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] **Zone** [redacted]
Address	1460 E OSCEOLA PKWY , KISSIMMEE, FL 34744		

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]	RACE	1		41.13	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	GASKET	1		45.28	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1			[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	1487.16	[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]C ; Remove and install for recondition			[redacted]	HUB	1		210.71	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1			[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	HUB	1		415.35	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	1			[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]	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]	RACE	1		[redacted]	[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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	ANTIFREEZ	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of			[redacted]		1		[redacted]	

		Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)			[redacted]	ANTIFREEZ	6		[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]	SNAP RING	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			68253770AA	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]	BOLT	1		[redacted]	[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			[redacted]	SEAL RING	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			68253814AA	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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	ANTIFREEZ	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68253813AB	RACE	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]	SNAP RING	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]	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]	BOLT	1		[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]	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]	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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	ANTIFREEZ	[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]	GASKET	1		[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]	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]	BEARING	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]	BOLT	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			68019782AA	SEAL RING	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]	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]	ANTIFREEZ	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]	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]	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]	SNAP 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]	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]	[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]	[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 -	ZZ	SERVICE ACTION	[redacted]	BOLT	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	05019061AB	GREASE	1		68.28	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253940AA	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	68019782AA	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	68253814AA	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253815AA	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68253816AA	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68163848AB	[redacted]	[redacted]			
B	[redacted]	Battery ; [redacted]	[redacted]	BATTERY TEST	BBH7F001AA	BATTERY	2	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern #1 [redacted] POINT VISUAL INSPECTION .TEST AND REPLACE BATTERY

(RO) Cause:

. . .TEST AND REPLACE BATTERY

(RO) Correction:

[redacted] Installed grid heater per theparameters of recall. ([redacted]) (0.2) Recall / Customer Satisfaction Notification1 PERFORM RECALL Verified concern. Found vehicle will no[redacted]gage into drive. Pulled codes and foundthat there is an active code for Gear RatioError in [redacted]. Removed transmission andremoved [redacted] clutch assembly to find that thesnap has become dislodged. The entire K1clutch assembly has to be replaced due to thepiston being hyper ex[redacted]ded. Measured endplay, found that it was [redacted]. This is inspec per the guidelines of the manufacturer.Found that the K2 hub is also damaged.Replaced the K1 clutch assembly and K2 clutchhub. Remeasured end play, Reading was stillat [redacted]. Installed transmission andverified that it is now operating properlywith no issues. Test drove vehicle [redacted] milesto confirm repair. ([redacted]) (4.6)([redacted]) (0.2) ([redacted]) (0.3)([redacted]) (1.2) General Concern #1 CUSTOMER STATES Upon attempting to drive the vehicle in,it was found that the engine would not start.Tested the batteries and found that [redacted] ofthe batteries have failed the [redacted] batterytest. Replaced [redacted] and verifiedthat the engine will start

and run with noissues. ([redacted]) ([redacted]) COMPLETE [redacted] VISUAL INSPECTION COMPLETE VISUAL MULTI-POINT INSPECTION .TEST AND REPLACE BATTERYTEST AND REPLACE BATTERY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEH WILL NO GO INTO DRIVE VEH WILL NOT START

(Claim) Cause:

BATTERIES FAILED TEST CONFIRM CONCERN. GEAR RATIO ERROR REMOVE TRANS AND REMOVE K1 CLUTCH KIT ASSEMB LY. [redacted] HAS BECOME DISLODGED. REF BULLETIN [redacted]

(Claim) Correction:

REPLACE BATTERIES. REPLACE K1 CLUTCH ASSEMBLY AND K2 CLUTCH HUB. MEASURE END PLAY. INSTALL TRANSM ISSION NORMAL OPERATION.

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]
Address	5210 S IH 35 , AUSTIN, TX 78745		

Condition Information

Condition			Failure	Failure		Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	FLUID AFT	3		47.05	$245.03
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	GREASE	1		62.18	$245.03
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	3		47.05	$61.26
[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	1354.38	$61.26
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GREASE	1		62.18	$61.26
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1354.38	$40.84

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 ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[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]	BOLT	6		[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]	CLUTCHKIT	1	X	[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]	GREASE	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	3		47.05	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	1354.38	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	3		47.05	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) (IndicatorWarning Lights - MIL) Customer states transmission is not shifting properly and sl ams into gear At times the transmission will not shift into any gears (Automatic Transmission Concern) RENTAL CAR PERFORM COURTESY MULTI-POINT INSPECTION

(RO) Cause:

NO PARTS ORDERED PARTS FOR AISIN TRANS VIA TEXT WITH BUBBA[redacted] [redacted]. ATTEMPTED TO MOVE VEHICLE [redacted] [redacted]. VEHICLE WILL NOT MOVE FORWARD. WILL NEED TO BE PUSHED. VEHICLE WILL NOT MOVE FORWARD, K1 CLUTCH SNAP RING HAS DISLODGED. WILL NEED TO REPAIR. INSPECTION

(RO) Correction:

NO PARTS SEE J3 R&R TRANSMISSION AND REPLACED K1 CLUTCH ASSY PER TSB. RE ASSEMBLED, SET FLUID LEVEL, QUICK LEARNED, TEST DROVE. CONDITION CORRECTED. COMPLETED INSPECTION AND CUSTOMER PROVIDED WITH COPY OF MULTI-POINT INSPECTION FORM

(RO) Technical Notes:

PN [redacted] / ORDER [redacted] / TYPE S FOR [redacted] DIAG AND ORDER PART, [redacted] REPAIR AND [redacted] FOR PART ORDER.

[redacted] Narratives

(Claim) Customer Concern:

[redacted] transmission is not shifting properly and sl ams into gear At [redacted] transmission is not shifting properly and sl ams into gear At [redacted] transmission is not shifting properly and sl ams into gear At [redacted] transmission is not shifting properly and sl ams into gear At

(Claim) Cause:

VEHICLE WILL NOT MOVE FORWARD[redacted] SNAP RING HAS DISLODGED. WILL NEED TO VEHICLE WILL NOT MOVE FORWARD[redacted] SNAP RING HAS DISLODGED. WILL NEED TO VEHICLE WILL NOT MOVE FORWARD[redacted] SNAP RING HAS DISLODGED. WILL NEED TO VEHICLE WILL NOT MOVE FORWARD[redacted] SNAP RING HAS DISLODGED. WILL NEED TO

(Claim) Correction:

R&R TRANSMISSION AND REPLACED [redacted] ASSY PER TSB. RE ASSEMBLED, SET FLUID R&R TRANSMISSION AND REPLACED [redacted] ASSY PER TSB. RE ASSEMBLED, SET FLUID R&R TRANSMISSION AND REPLACED [redacted] ASSY PER TSB. RE ASSEMBLED, SET FLUID R&R TRANSMISSION AND REPLACED [redacted] ASSY PER TSB. RE ASSEMBLED, SET FLUID

Warranty Claim Report

Vehicle Information

[redacted]	[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	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	4550-4560 W LINCOLN HWY , MATTESON, IL 60443				

Condition Information

Condition [redacted]	[redacted]	Failure [redacted]	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)	[redacted]	RELAY	1	X	[redacted]
[redacted] E		State Labor Allowance			[redacted]	RELAY	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [redacted] Replace both fuel filters Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted]-Powertrain Control Module **] Moved to: [redacted] Line: A Moved to: [redacted]: B

(RO) Cause:

F F

(RO) Correction:

[redacted] DIESEL LOF COMPLETE PERFORM DIESEL OIL AND FILTER CHANGE [redacted] REPLACED [redacted] FUEL FILTERS REPLACE [redacted] FUEL FILTERS REPLACE FUEL FILTER [redacted] PERFORMED RECALL [redacted] INTAKE HEATER GRID RELAY Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) STATE LABOR ALLOWANCE STATE LABOR ALLOWANCE PARTS HAVE BEEN ORDERED FOR YOUR VEHICLE. Moved to: [redacted] Line: A STANDARD Moved to: [redacted] Line: B STANDARD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

[redacted]

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	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	[redacted]		Failure [redacted]	Failure [redacted]	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 [redacted]	RELAY	1	X	53.88 [redacted]	$37.09 [redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay ** parts here] Multi-point inspection (according to maintenance interval)

(RO) Cause:

RECALL

(RO) Correction:

[redacted] Replaceed Relay, Intake Air Heater Safety Recall [redacted]- Intake Air Grid Heater Relay Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION (according to maintenanceinterval)

(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]

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***		***Zone***	51
Address	, ,				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***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)	[redacted]	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:

MULTI POINT INSPECTION/EMAIL ADDRESS [redacted] REGEN MESSAGE ON SCREEN [redacted] SYSTEM PREFORMANCE REAR PM SENSOR HOSE LEAKING CUT AND CONNECTED HOSE, ORDERED PART INSTALLED SOFTWARE UPDATE [redacted] RECALL [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REGEN MESSAGE ON SCREEN

(Claim) Cause:

[redacted] SYSTEM PREFORMANCE. REAR PM SENSOR HOSE LEAKING. CUT AND CONNEC TED HOSE, ORDERED PART

(Claim) Correction:
INSTALLED SOFTWARE UPDATE

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

[redacted]	***Name***	[redacted]	[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	[redacted]	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Check Engine Light - MIL	ML	CHECK ENGINE/SERVICE ENGINE SO						[redacted]

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS[redacted]) REGEN MESSAGE ON SCREEN [redacted] SYSTEM PREFORMANCE REAR PM SENSOR HOSE LEAKING CUT AND CONNECTED HOSE, ORDERED PART INSTALLED SOFTWARE UPDATE[redacted]) RECALL[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REGEN MESSAGE ON SCREEN

(Claim) Cause:

[redacted] SYSTEM PREFORMANCE. REAR PM SENSOR HOSE LEAKING. CUT AND CONNEC TED HOSE, ORDERED PART

(Claim) Correction:

INSTALLED SOFTWARE UPDATE

Warranty Claim Report

Vehicle Information

VIN	[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	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	200 HANSEN BOULEVARD , NORTH AURORA, IL 60542		

Condition Information

Condition [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)						[redacted]
[redacted]	State Labor Allowance								[redacted]

RO Narratives

(RO) Customer Concern:

* General Diag [Customer States CHECK ENG LIGHT ON] * General Diag [Customer States CHECK TRANS WONT SHIFT] Multi-point inspection (according to maintenance interval) RECALL TCM UPDATE PCM UPDATE

(RO) Cause:

INTERNAL FAILURE,BROKEN,CLUTCH FAILURE INTERNAL FAILURE, HOUSING,CLUTCH DEBRIS AND FAILURE RECALL TSB TSB

(RO) Correction:

[redacted] INTERNAL FAILURE,BROKEN,CLUTCH FAILURE * General Diag [Customer States CHECK ENG LIGHT ON] [redacted] INTERNAL FAILURE, HOUSING,CLUTCH DEBRISAND FAILURE INSPECTED AND FOUND VEHICLEWITH NO MOVEMENTWHEN IN DRIVE OR REVERSE,INSPECTED AND FOUND CLUTCH MEATERIAL IN FLUIDAND NO PRESSURE FROM TORQUE CONVERTER,REMOVED AND REPLACED THE TRANS MISSION ANDTRANS COOLER, INSPECTED FLUID ANDQUICKLEARNED TRANS, ROADTESTED GOOD AT THISITME OF SERVICE Skid Plate Equipped [redacted] Propeller ShaftOIL COOLER EXTERNAL AUXILLARY Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) TRANS-DEF EQUIPPED [redacted] Equipped [redacted] SUPPLEMENTTIME Skid Plate Equipped [redacted] Propeller ShaftOIL COOLER EXTERNAL AUXILLARY TRANS-DEF EQUIPPED [redacted] Equipped [redacted] SUPPLEMENTTIME MULTI POINT INSPECTION [redacted] RECALL PERFORDERED RECAL [redacted] A Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay ([redacted]) [redacted] SUPPLEMENTTIME [redacted] SUPPLEMENTTIME [redacted] PERFORMED TSB [redacted] UPDATETCM Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled) [redacted] SUPPLEMENTTIME [redacted] SUPPLEMENTTIME [redacted] PERFORMED TSB DO [redacted] PCM Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) - Reprogram (Aisin Transmission) (0 - Low Skilled) [redacted] SUPPLEMENTTIME [redacted] SUPPLEMENTTIME

(RO) Technical Notes:

INTERNAL FAILURE RT CSTP1 [redacted] FORM CONDITION 2 AS TECH NOTES DO NOT SUPPORTS THE FAILURE AND REPLACEME NT : THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted], INCLUDE VIN & CO NCERN. INTERNAL FAILURE NS [redacted]. ORIGINAL ORDER [redacted], ORDER WAS CANCELLED. THEN HAD TO REORDER UNDER VIN SPECIFIC. COULD NOT VOR AS YOU WILL SEE ON SHEET. TRANS DID NOT ARRIVE UNTI [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK TRANS WONT SHIFT PCM UPDATE [redacted] UPDATE

(Claim) Cause:

INTERNAL FAILURE, HOUSING,CLUTCH DEBRIS AND FAILURE [redacted] NEEDS UPDATE UPDATE PCM

(Claim) Correction:

INTERNAL FAILURE, HOUSING,CLUTCH DEBRIS AND FAILURE INSPECTED AND FOUND VEHIC [redacted] PERFORME [redacted] - [redacted] UPDATE PCM [redacted] PERFORME [redacted] UPDATE [redacted] LE WITH NO MOVEMENTWHEN IN DRIVE OR REVERSE, INSPECTED AND FOUND CLUTCH MEATE RIAL IN FLUID AND NO PRESSURE FROM TORQUE CONVERTER, REMOVED AND REPLACED THE TRANS MISSION AND TRANS COOLER, INSPECTED FLUID AND QUICKLEARNED TRANS, ROAD TESTED GOOD AT THIS ITME OF SERVICE

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**	[redacted]
Address	15656 N HAYDEN ROAD , SCOTTSDALE, AZ 85260		

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		45.81	$106.04
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		48.19	$106.04
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			68253816AA	RACE	1		33.71	$106.04
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		53.25	$106.04
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		66.83	$106.04
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		151.71	$106.04
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		33.71	$106.04
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1455.60	$106.04
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		406.54	$106.04
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		53.25	$212.09
[redacted]	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	6		[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]	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	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	2		[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			[redacted]	HUB	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 ; 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]	RACE	1		[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]C ; Skid plate equipped			[redacted]	BOLT	6		[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]	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 ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	2		[redacted]	

		[redacted]C ; Skid plate equipped								
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]	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]	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]	LUBRICANT	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]	[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]	GREASE	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]	FLUID AFT	[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]	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 ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		45.81	$813.00
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	RACE	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]	RACE	1		33.71	[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		53.25	[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]	BOLT	6		28.56	[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]	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]	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]			
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		206.24	[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]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	LUBRICANT	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]		4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		66.83	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		151.71	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	2		33.71	[redacted]
A	[redacted]	[redacted] ; High Line			[redacted]	CLUTCHKIT	1	X	1455.60	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		206.24	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		406.54	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] Automatic Transmission Concern [CUSTOMER STATES THE VEHICLE WONT MOVE FORWARD HAS CODES STORED] MULTI POINT VEHICLE INSPECTION RENTAL CAR

(RO) Cause:

. .

(RO) Correction:

[redacted] Found transmission to nothave first gear and had active [redacted] code.Performed [redacted] and installed K1 ClutchAssembly, all seals and bearings. Filledfluid to spec. Performed quick learn andverified repair. RRT [redacted] RRT [redacted] RRT [redacted] TRANS RRT [redacted] See line A. Automatic Transmission Concern [CUSTOMER STATES THE VEHICLE WONT MOVE FORWARD HAS CODES STORED] CUSTOMER STATES HEAVY LINE CONCERN AS FOLLOWS. MULTI POINT VEHICLE INSPECTION RENTAL CAR ERAC 9LPXDP [redacted] RENTAL CA[redacted]BLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] AISIN TRANSMISSION GEARS 1-4 INOP **]

(Claim) Cause:

[redacted] AISIN TRANSMISSION GEARS 1-4 INOP **]

(Claim) Correction:

FOUND TRANSMISSION TO NOT HAVE [redacted] AND HAD ACTIVE [redacted] CODE. PERFORMED [redacted] AND INSTALLED K1 CLUTCH ASSEMBLY, ALL SEALS AND BEARINGS. FILLED FLUID TO SPEC. PERFORMED QUICK LEARN AND VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[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**	[redacted]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMIS	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		178.98	$115.80
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMIS	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]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		178.98	
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMIS	1	X	[redacted]	
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	[redacted]			
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		178.98	$77.20
A	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]B	TRANSMIS	1	X	[redacted]	
A	[redacted]2	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	COOLER	[redacted]			

A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7990.47	$115.80
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		164.15	$115.80
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		178.98	$115.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil 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]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		292.80	$347.40
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]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] RECALL [redacted] 20 Replace Relay, IntakeAir Heater [redacted] [redacted] CUSTOMER STATES VEHICLE DOES NOT GOINTO DRIVE [redacted] Found no engagement conditionwhen going into drive with [redacted] and [redacted] s present. Verified transmission fluidlevel is good. Removed transmission oil panfor inspection and found excessivemetal/debris indicating multiple failedcomponents. Attempted to perform [redacted] and found transmission assemblyreplacement would be required to completelycorrect customer concern. Removed andreplaced transmission assembly, transmissionoil cooler and oil cooler lines due tometal/debris, verified fluid level, testdrove; no further issues.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES VEHICLE DOES NOT GO INTO DRIVE AND JUMPS WHEN GOING INTO]

(Claim) Cause:

FOUND NO ENGAGEMENT CONDITION WHEN GOING INTO DRIVE WITH [redacted] AND [redacted] DTC'S PRESENT. VERIFIED TRANSMISSION FLUID LEVEL IS GOOD. REMOVED TRANSMISSION OI L PAN FOR INSPECTION AND FOUND EXCESSIVE METAL/DEBRIS INDICATING [redacted] TO PERFORM TSB [redacted] AND FOUND TRANSMISSION ASS EMBLY REPLACEMENT WOULD BE REQUIRED 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, TEST DROVE; NO FURTHER ISSUES.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [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	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]	***Zone***	5[redacted]
Address	200 HANSEN BOULEVARD , NORTH AURORA, IL 60542				

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure***	***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 [redacted]	RELAY	1	X	56.92	$0.00 [redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
RECALL [redacted]- PART ONLY

(Claim) Cause:
LABOR ONLY PAID ON [redacted]

(Claim) Correction:
CONTINUOUS [redacted] FOR PART ONLY.

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted] Desc	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]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] RECALL [redacted] Replace Relay, IntakeAir Heater [redacted] [redacted] CUSTOMER STATES VEHICLE DOES NOT GOINTO DRIVE [redacted] Found no engagement conditionwhen going into drive with [redacted] and [redacted]s present. Verified transmission fluidlevel is good. Removed transmission oil panfor inspection and found excessivemetal/debris indicating multiple failedcomponents. Attempted to perform [redacted] and found transmission assemblyreplacement would be required to completelycorrect customer concern. Removed andreplaced transmission assembly, transmissionoil cooler and oil cooler lines due tometal/debris, verified fluid level, testdrove; no further issues.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES VEHICLE DOES NOT GO INTO DRIVE AND JUMPS WHEN GOING INTO]

(Claim) Cause:

FOUND NO ENGAGEMENT CONDITION WHEN GOING INTO DRIVE WITH [redacted] AND [redacted]S PRESENT. VERIFIED TRANSMISSION FLUID LEVEL IS GOOD. REMOVED TRANSMISSION OI L PAN FOR INSPECTION AND FOUND EXCESSIVE

METAL/DEBRIS INDICATING MULTIPLE [redacted] COMPONENTS. ATTEMPTED TO PERFORM TSB [redacted] AND FOUND TRANSMISSION ASS EMBLY REPLACEMENT WOULD BE REQUIRED 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, TEST DROVE; NO FURTHER ISSUES.

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]
Address	10743 EAST ARAPOHOE RD , ENGLEWOOD, CO 80111		

Condition Information

Condition [redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense [redacted]	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]				
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		63.91	$129.10
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1392.03	$129.10
[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	FLUID AFT	3		196.00	$129.10
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	[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 ; 4X4 equipped			[redacted]	[redacted]			31.48	[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		63.91	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	3		196.00	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]			[redacted]	

		[redacted]C ; Skid plate equipped								
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]	
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]	CLUTCHKIT	1	X	[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		32.24	$64.55
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]	BOLT	4		[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]	CLUTCHKIT	1	X	[redacted]	
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]	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	[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] ; [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]	[redacted]KIT	1	X	1392.03	[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		196.00	[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		32.24	[redacted]
C	[redacted]	Hose/Tube/Duct/Connector ; Hose, Turbo to cooler - [redacted] liter diesel engine		SPLIT, CUT OR TORN	[redacted]	DUCT	1	X	[redacted]	
B	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], Transmissions only	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES LIGHTS ON DASH CAMEON (TRACTION - ABS - FCW - EMERGENCY BRAKE - CHECK ENGINE LIGHT) AND THE TRUCK JUST BRAKED HARD IMMEDIATELY TO A STOP. - STATES AFTER THAT TRUCK WILL GO INTO GEAR BUT WILL NOT MOVE - STATES IT GOES FINE IN REVERSE BUT WILL NOT MOVE FORWARD - TOWED IN - PARKED IN THE SALES CUSTOMER PARKING Customer requested to have Multi Point Inspection performed this visit Declined Wiper Blade /Insert Replacement Complimentary PrecisionCare poweredby Clorox [redacted] Vehicle Sanitization CUSTOMER STATES THERE IS A CHECK ENGINE LIGHT ON

(RO) Cause:

PERFORMED MULTI POINT INSPECTION

(RO) Correction:

[redacted] TRANSMISSION [redacted] SNAP RINGDISLODGED FROM DRUM [redacted];FLASHED TCM FOR SHIFT IMPROVEMENTS (USED [redacted] REV. AFOR REFERENCE) [redacted] 21000A62 [redacted] [redacted] 21000A60 [redacted] ATTEMPTED TO TEST DRIVE BUT VEHICLE WOULDNOT ENGAGE FORWARD GEAR, BUT REVERSE GEAR WASOK. CHECKED TRANS FLUID LEVEL AND CONDITIONAND [redacted] WERE OK. CHECKED CODES AND HADACTIVE CODES [redacted] AND [redacted] IN THETCM. FOUND [redacted], WHICHVEHICLE SYMPTOMS MATCHED, AND TSB CALLED FORREMOVING TRANS AND INSPECTING THE [redacted] SNAP RING AND RELATED COMPONENTS. REMOVED THETRANS AND DISASSEMBLED THE FRONT SECTION TOINSPECT AND FOUND THE [redacted] SNAP RING HADDISLODGED FROM THE [redacted] DRUM ([redacted] AND SNAP RING WERE HUNG ON [redacted] HUB INTRANS) AND DAMAGE WAS PRESENT TO THE [redacted] SNAP RING GROOVE. PER TSB, REPLACEDTHE [redacted] DRUM/INPUT SHAFT ASSEMBLY [redacted] PACK AND NEW SNAP RING INCLUDED ANDPRE-ASSEMBLED) AND ASSOCIATED SEALS ALONGWITH THE PUMP GASKET, PUMP O-RING AND DRAINPLUG GASKET (ALL PROVIDED IN [redacted] KIT).INSTALLED THE PUMP AND CHECKED AND VERIFIEDPROPER ENDPLAY. INSTALLED THE TRANSBELLHOUSING, THE TORQUE CONVERTER AND THENRE-INSTALLED TRANS AND REST OF DRIVELINE.FILLED TRANS WITH FLUID AS NEEDED, AND BEFOREDOING THE QUICKLEARN, FLASHED THE TCM WITHTHE LATEST SOFTWARE LEVEL (CONTAINED VARIOUSSHIFT IMPROVEMENTS). AFTER FLASHED COMPLETED,PERFORMED A QUICKLE

(RO) Technical Notes:

TRANSMISSION [redacted] SNAP RING DISLODGED FROM DRUM [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES LIGHTS ON DASH CAME ON (TRACTION - ABS - FCW - EMERGENCY BRAK CUSTOMER STATES THERE IS A CHECK ENGINE LIGHT ON E - CHECK ENGINE LIGHT) AND THE TRUCK JUST BRAKED HARD IMMEDIATELY TO A STO P. - STATES AFTER THAT TRUCK WILL GO INTO GEAR BUT WILL NOT MOVE - STATES IT GOES FINE IN REVERSE BUT WILL NOT MOVE FORWARD - TOWED IN - PARKED IN THE S [redacted] CUSTOMER PARKING

(Claim) Cause:

HOSE ENDS ON CHARGE AIR COOLER TUBE FROM TURBO TO INTERCOOLER FOUND TO HAVE TE ARS IN THE RUBBER. TRANSMISSION [redacted] SNAP RING DISLODGED FROM DRUM [redacted]; F LASHED TCM FOR SHIFT IMPROVEMENTS (USED [redacted] AFOR REFERENCE)

(Claim) Correction:

WHEN PERFORMING DIAGNOSTICS ON [redacted] A, HAD FOUND [redacted] IN THE PCM. VEH ICLE WAS NOT DRIVEABLE AT TIME OF CHECKING CODES SO DID A VISUAL INSPECTION OF THE CHARGE AIR SYSTEM AND FOUND THAT THE HOSE ENDS ON THE CHARGE AIR COOL ER TUBE FROM THE TURBO TO THE INTERCOOLER HAD TEARS IN THE RUBBER. REPLACED ATTEMPTED TO TEST DRIVE BUT VEHICLE WOULD NOT ENGAGE FORWARD GEAR, BUT REVERSE THE CHARGE AIR COOLER INLET HOSE AND ONCE TRANS REPAIRS WAS PERFORMED ON LIN GEAR WAS OK. CHECKED TRANS FLUID LEVEL AND CONDITION AND BOTH WERE OK. CHEC E A, TEST DROVE TO VERIFY PROPER OPERATION. KED CODES AND HAD ACTIVE CODES P0731-00 AND [redacted] IN THE TCM. FOUND [redacted], WHICH VEHICLE SYMPTOMS MATCHED, AND [redacted] CALLED FOR REMOVING TRANS AND INSPECTING THE [redacted] SNAP RING AND RELATED COMPONENTS. REMOVE D THE TRANS AND DISASSEMBLED THE FRONT SECTION TO INSPECT AND FOUND THE [redacted] SNAP RING HAD DISLODGED FROM THE [redacted] DRUM ([redacted] AND SNAP RI NG WERE HUNG O [redacted] HUB IN TRANS) AND DAMAGE WAS PRESENT TO THE [redacted] SNAP RING GROOVE. PER [redacted], REPLACED THE [redacted] DRUM/INPUT SHAFT ASSEMBL Y ([redacted] PACK AND NEW SNAP RING INCLUDED AND PRE-ASSEMBLED) AND ASSOCIAT ED SEALS ALONG WITH THE PUMP GASKET, PUMP O-RING AND DRAIN PLUG GASKET (ALL PROVIDED IN [redacted] H KIT). INSTALLED THE PUMP AND CHECKED AND VERIFIED PROP ER ENDPLAY. INSTALLED THE TRANS BELLHOUSING, THE TORQUE CONVERTER AND THEN R E-INSTALLED TRANS AND REST OF DRIVE [redacted]. FILLED TRANS WITH FLUID AS NEEDED, AND BEFORE DOING THE QUICKLEARN, FLASHED THE TCM WITH THE LATEST SOFTWARE LE VEL (CONTAINED VARIOUS SHIFT IMPROVEMENTS). AFTER FLASHED COMPLETED, PERFORM ED A QUICKLEARN AND TEST DROVE TO VERIFY PROPER OPERATION.

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**	$7,974.35	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	RIVER FRONT CHRYSLER JEEP INC	**Zone**	51 [redacted]
Address	200 HANSEN BOULEVARD , NORTH AURORA, IL 60542				

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] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	[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]	1		280.95	$603.17
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[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]	[redacted]	1		280.95	$61.86
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	7667.30	$61.86
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		280.95	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	7667.30	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	

		equipped								
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[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]	[redacted]MISS	1	X	[redacted]	[redacted]
A	[redacted]	State Labor Allowance			[redacted]	BOLT	6		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	COOLER	1		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	[redacted]MISS	1	X	[redacted]	
C	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							[redacted]
B	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]
B	[redacted]E	State Labor Allowance								[redacted]
C	[redacted]E	State Labor Allowance								

RO Narratives

(RO) Customer Concern:

* General Diag [Customer States CHECK ENG LIGHT ON] * General Diag [Customer States CHECK [redacted] WONT SHIFT] Multi-point inspection (according to maintenance interval) RECALL [redacted] UPDATE PCM UPDATE

(RO) Cause:

INTERNAL FAILURE,BROKEN,CLUTCH FAILURE INTERNAL FAILURE, HOUSING,CLUTCH DEBRIS AND FAILURE RECALL TSB TSB

(RO) Correction:

[redacted] INTERNAL FAILURE,BROKEN,CLUTCH FAILURE * General Diag [Customer States CHECK ENG LIGHT ON] [redacted] INTERNAL FAILURE, HOUSING,CLUTCH DEBRISAND FAILURE INSPECTED AND FOUND VEHICLEWITH NO MOVEMENTWHEN IN DRIVE OR REVERSE,INSPECTED AND FOUND CLUTCH MEATERIAL IN FLUIDAND NO PRESSURE FROM TORQUE CONVERTER,REMOVED AND REPLACED THE [redacted] MISSION AND[redacted] COOLER, INSPECTED FLUID ANDQUICKLEARNED [redacted]; ROADTESTED GOOD AT THISITME OF SERVICE Skid Plate Equipped [redacted] Propeller ShaftOIL COOLER EXTERNAL AUXILLARY Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) [redacted] EQUIPPED [redacted] Equipped [redacted] SUPPLEMENTTIME Skid Plate Equipped [redacted] Propeller ShaftOIL COOLER EXTERNAL AUXILLARY [redacted] EQUIPPED [redacted] Equipped [redacted] SUPPLEMENTTIME MULTI POINT INSPECTION [redacted] RECALL PERFORDERED RECAL [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] SUPPLEMENTTIME [redacted] SUPPLEMENTTIME [redacted] TSB PERFORMED TSB [redacted] UPDATE [redacted] Module, Transmission Control ([redacted]) - ReprogramModule, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled) [redacted] SUPPLEMENTTIME [redacted] SUPPLEMENTTIME [redacted] TSB PERFORMED TSB [redacted] PCM Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) - Reprogram (Aisin Transmission) (0 - Low Skilled) [redacted] SUPPLEMENTTIME [redacted] SUPPLEMENTTIME

(RO) Technical Notes:

INTERNAL FAILURE [redacted]. ORIGINAL ORDER [redacted]. ORDER WAS CANCELLED. THEN HAD TO REORDER UNDER VIN SPECIFIC. COULD NOT VOR AS YOU WILL SEE ON SHEET. [redacted] DID NOT ARRIVE UNTIL [redacted] INTERNAL FAILURE RT [redacted] FORM CONDITION 2 AS TECH NOTES DO NOT SUPPORTS THE FAILURE AND REPLACEME NT : THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted], INCLUDE VIN & CO NCERN.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK TRANS WONT SHIFT PCM UPDATE TCM UPDATE

(Claim) Cause:

INTERNAL FAILURE, HOUSING,CLUTCH DEBRIS AND FAILURE TCM NEEDS UPDATE UPDATE PCM

(Claim) Correction:

INTERNAL FAILURE, HOUSING,CLUTCH DEBRIS AND FAILURE INSPECTED AND FOUND VEHIC TSB PERFORME [redacted]- [redacted] UPDATE PCM TSB PERFORME [redacted] UPDATE TCM LE WITH NO MOVEMENTWHEN IN DRIVE OR REVERSE, INSPECTED AND FOUND CLUTCH MEATE RIAL IN FLUID AND NO PRESSURE FROM TORQUE CONVERTER, REMOVED AND REPLACED THE TRANS MISSION AND TRANS COOLER, INSPECTED FLUID AND QUICKLEARNED TRANS, ROAD TESTED GOOD AT THIS ITME OF SERVICE

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**	[redacted]	JEEP RAM	**Zone**	[redacted]
[redacted]	1935 US HIGHWAY 25 E , MIDDLESBORO, KY 40965					

Condition Information

Condition [redacted]	[redacted]	Desc [redacted]	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
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]	[redacted]	1		120.47	[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]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	9		107.10	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	COOLER	1		207.20	$24.55
[redacted]		Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	[redacted]	1		120.47	$24.55
A	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	[redacted]	1		132.65	$24.55
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	$24.55
[redacted]		Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	FLUID AFT	9		107.10	$24.55
[redacted]		Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	FLUID AFT	3		35.70	$24.55
[redacted]		Transmission, Replace - automatic ; 4x4/AWD			[redacted]	COOLER	1		207.20	$73.65

		equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	LINESASSY	1		120.47	$73.65
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	6055.00	$73.65
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	9		[redacted]	
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] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	LINESASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	FLUID AFT	3		[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		120.47	$220.95
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	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]	FLUID AFT	9		107.10	$220.95
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK IS GOING INTO LIMP MODE FOUN [redacted] FAILURE. METAL IN TRANSMISSIO N OIL PAN. SEVERELY BURNT TRANSMISSION FLUID. REPLACED TRANSMISSION, OIL COOLER, AND OIL CO OLER LINES. TEST DROVE AND CONFIRMED OP ERATING AS DESIGNED. [redacted]) COMPLIMENTARY MULTI- POINT INSPECTION. WE APPRECIATE YOUR BUSINESS. [redacted] VALUE) ([redacted] HOUSE-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE GOING INTO LIMP MODE.

(Claim) Cause:

FOUND [redacted] FAILURE, METAL SHAVINGS IN OIL PAN, AND SEVERELY BURNT FLUID. OBTAINED STAR RECOMMENDATION AND PTSC PREAUTHORIZATION FOR TRANSMISSION REPL ACEMENT.

(Claim) Correction:

REPLACED TRANSMISSION, OIL COOLER, AND OIL COOLER LINES. TEST DROVE AND CONFIR MED VEHICLE NOW OPERATING AS DESIGNED.

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]	**Name**	[redacted]	
Address	EAST 7700 SPRAGUE AVENUE , SPOKANE, WA 99212		

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		109.21	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[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]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TUBE	1		137.75	$539.42
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[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]	1		150.19	$539.42
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		245.69	$59.94
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate			[redacted]	TUBE	1		137.75	$59.94

		equipped								
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	2		109.21	$59.94
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TOC ASSY	1		150.19	$59.94
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	6704.97	$89.90
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		137.75	$89.90
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	COOLER	1		245.69	$269.71
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	TOC ASSY	1		150.19	$269.71
A	[redacted]	A/C Performance Test, recovery and recharge ;			[redacted]	COOLER	1		[redacted]	

		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								
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]	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]	TUBE	1		[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]	FLUID AFT	2		[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]	[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]	TOC ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	[redacted]
B	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							[redacted]

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT ON COMPUTER SCOPE CHECK REPORT - TOW IN - MULTIPLE WARNING LIGHTS ON DASH - TRUCK WILL NOT SHIFT OR MOVE FOWARD - [redacted] [redacted] DJ D2 PCM SOFTWARE UPDATE (RSU 1)

(RO) Cause:

CONFIRMED CONCERN, TRUCK DOES NOT DRIVE FORWARE. FOUND [redacted]D NOT BURNT BUT HEAVILY CONTAMINATED WITH BRASS/[redacted]UMINUM. CONFIRMED TRANSMISSION HAS EXCESSIVE INTERNAL PLAY AND NEUTRAL IS OUT IN DRIVE. RECOMMEND NEW TRANS COOLER AND COOLER LINES. TORE DOWN AND FOUND BURNED UP CLUTCHES OVERHEATED DRUMS AND OTHER DAMAGED BUSHINGS AND PUMP HOUSING RECOMMEND NEW TRANS.

(RO) Correction:

REPLACED TRANSMISSION, COOLER, COOLER LINES AND [redacted]. TOPPED OFF [redacted]D AND LET RUN UNTIL IT REACHED OPERATING TEMP. PERFORMED A QUICKLEARN AND CLEARED [redacted] CODES PERFORMED PCM FLASH/UPDATE AS PER RRT.

(RO) Technical Notes:

DOES NOT WMOVE FORWARD

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON COMPUTER SCOPE CHECK REPORT - TOW IN - MULTIPLE WARNING [redacted]DJ D2 PCM SOFTWARE UPDATE (RSU 1) CHECK ENGINE LIGHT ON COMPUTER SCOPE CHECK REPORT - TOW IN - MULTIPLE WARNING CHECK ENGINE LIGHT ON COMPUTER SCOPE CHECK REPORT - TOW IN - MULTIPLE WARNING CHECK ENGINE LIGHT ON COMPUTER SCOPE CHECK REPORT - TOW IN - MULTIPLE WARNING

(Claim) Cause:

[redacted] CONFIRMED CONCERN, TRUCK DOES NOT DRIVE FORWARE. FOUND [redacted]D NOT BURNT BUT HEA CONFIRMED CONCERN, TRUCK DOES NOT DRIVE FORWARE. FOUND [redacted]D NOT BURNT BUT HEA CONFIRMED CONCERN, TRUCK DOES NOT DRIVE FORWARE. FOUND [redacted]D NOT BURNT BUT HEA CONFIRMED CONCERN, TRUCK DOES NOT DRIVE FORWARE. FOUND [redacted]D NOT BURNT BUT HEA

(Claim) Correction:

PERFORMED PCM FLASH/UPDATE AS PER RRT. REPLACED TRANSMISSION, COOLER, COOLER LINES AND [redacted]. TOPPED OFF [redacted] REPLACED TRANSMISSION, COOLER, COOLER LINES AND [redacted]. TOPPED OFF [redacted] REPLACED TRANSMISSION, COOLER, COOLER LINES AND [redacted]. TOPPED OFF [redacted] REPLACED TRANSMISSION, COOLER, COOLER LINES AND [redacted]. TOPPED OFF [redacted]

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	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 [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] NO PARTS AVAILABLE AT THIS TIME [redacted] LOFD COMPLETE

(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**	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**	[redacted]	[redacted]	66 [redacted]
Address	1408 LAFAYETTE PKWY , LAGRANGE, GA 30241				

Condition Information

Condition		Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	CLUTCHKIT	1	X	1338.23	$84.44
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	1		7.57	$84.44
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	1		7.57	$84.44
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	GREASE	1		61.44	$84.44
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		139.47	$84.44
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	LUBRICANT	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			04627905AC	INDICATOR	1		52.96	$84.44
[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] ; Remove and install for recondition			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BOLT	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	BOLT	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	GREASE	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	9		139.47	$464.44
[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	[redacted]			

		[redacted]; Remove and install for recondition								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	LUBRICANT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	INDICATOR	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	[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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	BOLT	1		7.57	$816.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	GREASE	1		61.44	$816.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] 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]	LUBRICANT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	[redacted] DEFECT	[redacted]	INDICATOR	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]KIT	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 ; 4X4 equipped			[redacted]	BOLT	1		[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]	GREASE	1		61.44	$168.89

		[redacted] C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[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			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	INDICATOR	1		[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]	
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]	BOLT	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]	FLUID AFT	9		[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] propeller shaft equipped			[redacted]	LUBRICANT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	INDICATOR	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

STANDARD DIAGNOSIS

(RO) Cause:

DUPLICATED CUSTOMERS CONCERN. SCANNED VEHICLE FOR

(RO) Correction:

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

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

C/S THE VEH STOPPED [redacted]NG AND BUMPS VERY HARD WHEN PUTTING IN DRIVE

(Claim) Cause:

DUPLICATED CONCERN. SCANNED FOR DTC. SOUND CODE[redacted] [redacted] 1 [redacted] INCORRECT RATION, [redacted] [redacted] 2 [redacted] INCORRECT RATIO. ALSO [redacted] IMPLAUSIBLE DATE RE CEIVED FROM THE TCM

(Claim) Correction:

REMOVED TRANSMISSION AND INSPECTED. REPLACED K1 CLUTCH/ INPUT SHAFT ASSY. RE INSTALLED AND FILLED WITH FLUID TO VEH SPECS. PERFORMED RELEARN CLEARED CODE S AND TEST DROVE. VEH IS NOW [redacted]NG 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
[redacted]	2003 7TH ST N , CLANTON, AL 35045		

Condition Information

Condition		Failure	Failure	Number	Part Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1299.47	$88.56
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	7		[redacted]	$88.56
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1299.47	$177.12
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	7		[redacted]	$177.12
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	7		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [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]	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]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PULLED OFF AT A GAS STATION AND TRUCK WOULD NOT GO INTO DRIVE, BUT WOULD GO INTO REVERSE AT FIRST. STILL GOES INTO REVERSE AND WHEN YOU PUT IT INTO DRIVE IT HITS HARD AND SHAKES WHEN YOU TRY TO PULL OFF. RECAL [redacted] Ram Heavy Duty Grid Heater Rel PERFORM MULTI POINT INSPECTION

(RO) Cause:

FOUND SNAP RING OUT OF K1 CLUTCH NEED CLUTCH DRUM AND KIT R&R TRANS TEAR DOWN TO FIND THE ISSUE RECALL [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Correction:

INSTALL CLUTCH K1 AND REPLACE SEALS TEST DROVE OK AT THIS TIME REINSTALL TRANS AND TORQUE CONVERTER CUSTOMER WAS A TRAVELER DID NOT WANT RECALL DONE COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PULLED OFF AT A GAS STATION AND TRUCK WOULD NOT GO INTO DRIVE , BUT WOULD GO INTO REVERSE AT FIRST. STILL GOES INTO REVERSE AND WHEN YOU PU T IT INTO DRIVE IT HITS HARD AND SHAKES WHEN YOU TRY TO PULL OFF.

(Claim) Cause:

FOUND SNAP RING OUT OF K1 CLUTCH NEED CLUTCH DRUM AND KIT R&R TRANS TEAR DOW N TO FIND THE ISSUE

(Claim) Correction:

INSTALL CLUTCH K1 AND REPLACE SEALS TEST DROVE OK AT THIS TIME REINSTALL TRA NS AND TORQUE CONVERTER

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	LESTER GLENN CHRYSLER DODGE JEEP	**Zone**	[redacted] NEW YORK
Address	101 ROUTE 37 E , TOMS RIVER, NJ 08753				

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	[redacted] Expense
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	FLUID [redacted]			[redacted]	[redacted]
A	[redacted]	Module, [redacted] ( ) ; Module, Transmission [redacted] ( ) - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Module, [redacted] ( ) ; Module, Transmission [redacted] ( ) - Reprogram, Includes [redacted] Routine			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ( ) ; Module, Transmission [redacted] ( ) - Reprogram, Includes [redacted] Routine			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Module, [redacted] Includes [redacted] Routine			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition [redacted] C ; 4X4 equipped			[redacted]	FLUID [redacted]			[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			[redacted]	BOLT	6		[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	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]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	COOLER	1		[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 ; 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]	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]	FLUID AFT	7		[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 ; [redacted] propeller shaft equipped			[redacted]	COOLER	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]	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]	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]	FLUID AFT	[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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	COOLER	1		272.41	[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	[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		[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		[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		45.83	[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	[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	7		109.52	[redacted]
B	[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]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM FULL MULTI POINT INSPECTION (SEE ATTACHED WORKSHEET) CUSTOMER STATES VEHICLE WILL GO INTO REVERSE BUT WONT GO INTO DRIVE PERFORM OPEN RECAL[redacted] Ram Heavy Duty Grid Heater Rely THANK YOU FOR SERVICING WITH [redacted] CJDRF

(RO) Cause:

PERFORM MULTI POINT INSPECTION (SEE WORKSHEET ATTACHED) [redacted] CLUTCH HUB SNAP RING BROKE TSB 21-002-23 Safety Recall [redacted] Air Grid Heater Relay .

(RO) Correction:

COMPLETED MULTI POINT INSPECTION (SEE WORKSHEET ATTACHED) SEE TS [redacted] REV. A REMOVE TRANS REMOVE BELL HOUSING AND FRONT PUMP REMOVE K1 CLUTCH ASSY INSTALL NEW CLUTCH HUB [redacted] WOULD NOT FIT CONTACT STAR FOUND ASSY WAS FOR GAS ENGINE . REORDER AND INSTALL NEW HUB SET INPUT END PLAY TO SPEC . UPDATE TCM TSB [redacted] UPDATE TCM from current part number [redacted] targeted part number [redacted]. PERFORM QUICK LEARN INSPECTED AND REPLACED SUB ASSEMBLY K1 CLUTCH INPUT SHAFT LABOR OP [redacted] PROPELLER SHAFT EQUIPPED LABOR OPP LABOR OPP 2[redacted]-0A62 [redacted] EQUIPPED LABOR OP [redacted] 4X4 EQUIPPED LABOR OP [redacted] Inspect and ReprogramTransmission control module [redacted] Replace Relay, Intake Air Heater08-[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL GO INTO REVERSE BUT WONT GO INTO DRIVE UPON INSTALL OF PART THE NEW CLUTCH KIT, FOUND THAT THE PART WAS BOXED INCORRE CTLY

(Claim) Cause:

K1 CLUTCH HUB SNAP RING BROKE UNABLE TO IDENTIFY PART DIFFERENCE, INSTALLED CLUTCH KIT AND WENT TO INSTALL TRANS BACK TOGETHER AND IT WOULD NOT FIT CREATED STAR CAS [redacted]. VERIFI ED THAT THE WRONG KIT WAS SHIPPED IN THE RIGHT BOX. ORDERED ANOTHER KIT AND INSTALLED NEW CLUTCH KIT AND IT WAS SUCCESSFUL

(Claim) Correction:

EE TSB [redacted] REV. A REMOVE TRANS REMOVE BELL HOUSING AND FRONT PUMP REMO VE K1 CLUTCH ASSY INSTALL NEW CLUTCH HUB [redacted] WOULD NOT FIT CONTACT STAR FOUND ASSY WAS FOR GAS ENGINE . REORDER AND INSTALL NEW HUB SET INPUT END PLAY TO SPEC . UPDATE TCM TSB [redacted] UPDATE TCM FROM CURRENT PART [redacted] PARTS WARRANTY ON CLUTCH KIT, BOXED INCORRECTLY [redacted] TO TARGETED PART [redacted] PERFORM QUICK LEARN INSPECTED AND REPLACED SUB ASSEMBLY K1 CLUTCH INPUT SHAFT

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	***Name***	[redacted]	[redacted]
Address	EAST 7700 SPRAGUE AVENUE , SPOKANE, WA 99212		

Condition Information

Condition	[redacted]	***Desc***	***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]		Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

DOES NOT MOVE FORWARD BY FCA,

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON COMPUTER SCOPE CHECK REPORT - TOW IN - MULTIPLE WARNING

(Claim) Cause:

CONFIRMED CONCERN, TRUCK DOES NOT DRIVE FORWARE. FOUND FLUID NOT BURNT BUT HEA

(Claim) Correction:

REPLACED TRANSMISSION, COOLER, COOLER LINES AND [redacted]. TOPPED OFF FLUI

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	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]	32 [redacted]
Address	2 LATTI FARM ROAD , MILLBURY, MA 01527		

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A [redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	59.62	$34.20 [redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [CS VEHICLE WONTGO INTO DRIVE] [redacted] AISIN TRANSMISSION [redacted] INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **]

(RO) Cause:

. .

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION- COMPLIMENTARY CAR [redacted] verified concern. open RRT for transfix. ordered parts. General Concern #1 1/MISC MECHANICAL 1351 [redacted] vehicle will not move in drive.clutch snap ring came out. replaced [redacted] clutchassembly per RRT. [redacted] vehicle with 2 piecedriveshaft and skid plate. performed quicklearn. road test. trans is operating asdesigned. 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 [redacted] installed intake heaterrelay per recall 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:

[redacted] AISIN TRANSMISSION [redacted] INOP

(Claim) Cause:

TRANSMISSION, REMOVE AND INSTALL FOR RECONDITION - [redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY

(Claim) Correction:

[redacted], [redacted], [redacted], [redacted] VEHICLE WILL NOT MOVE IN D RIVE. CLUTCH SNAP RING CAME OUT. REPLACED K1 CLUTCH ASSEMBLY PER RRT. [redacted] VEH ICLE WITH [redacted] DRIVESHAFT AND SKID PLATE. PERFORMED QUICK LEARN. ROAD TEST . TRANS IS OPERATING AS DESIGNED.

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]	[redacted]	[redacted]
Address	2 LATTI FARM ROAD , MILLBURY, MA 01527				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure [redacted]	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	Expense	Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	3.04	$205.18
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	[redacted]	[redacted] T	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	[redacted]	FLUID AFT	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	[redacted]	[redacted]	1		13.58	$205.18
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	[redacted]	O [redacted]	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	[redacted]	GASKET	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	[redacted]	WASHER	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped	[redacted]	[redacted]	[redacted]	BOLT	8		[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]	FLUID AFT	8		[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]	
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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		27.34	[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]	BOLT	8		[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]	FLUID AFT	8		[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		13.58	[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		7.79	[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]	O-RING	1		34.75	[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		42.44	[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]	

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [CS VEHICLE WONTGO INTO DRIVE] [redacted] 1 [redacted] AISIN TRANSMISSION [redacted] INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **]

(RO) Cause:

. .

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION- COMPLIMENTARY CAR WASH [redacted] verified concern. open RRT for transfix. ordered parts. General Concern #1 [redacted] MECHANICA[redacted] vehicle will not move in drive.clutch snap ring came out. replaced [redacted] clutchassembly per RRT. 4x4 vehicle with 2 piecedriveshaft and skid plate. performed quicklearn. road test. trans is operating asdesigned. 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 [redacted] installed intake heaterrelay per recall 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:

[redacted] AISIN TRANSMISSION [redacted] INOP

(Claim) Cause:

TRANSMISSION, REMOVE AND INSTALL FOR RECONDITION - [redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY

(Claim) Correction:

[redacted] VEHICLE WILL NOT MOVE IN D RIVE. CLUTCH SNAP RING CAME OUT. REPLACED K1 CLUTCH ASSEMBLY PER RRT. [redacted] WITH [redacted] DRIVESHAFT AND SKID PLATE. PERFORMED QUICK LEARN. ROAD TEST . TRANS IS OPERATING AS DESIGNED.

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]
Address	10743 EAST ARAPOHOE RD , ENGLEWOOD, CO 80111		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	59.55	$43.03 [redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES SCREW IN RIGHT FRONT TIRE [redacted] Ram Heavy [redacted] Grid Heater Rel Customer requested to have Multi Point Inspection performed this visit Declined Wiper Blade /Insert Replacement Complimentary PrecisionCare poweredby [redacted] Sanitization

(RO) Cause:

PERFORMED MULTI [redacted] INSPECTION

(RO) Correction:

[redacted] CHECKED FOR SCREWS AND LEAKS IN TIRESBUT COULDN'T FIND ANY MISC BODY REPAIR [redacted] 20 REPLACED HEATER GRIDRELAY PERFORM FACTORY RECALL [redacted] COMPLETED MULTI-[redacted] Customer requested to have Multi Point Inspection performed thisvisit TIRES ARE GOOD AT THIS TIME. [redacted]" OR GREATER. YOUR BATTERY TESTED GOOD ON THIS VISIT BRAKES TEST GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME Customer requested to have Multi Point Inspection performed this visit TIRES ARE GOOD AT THIS TIME [redacted]" OR GREATER. YOUR BATTERY TESTED GOOD ON THIS VISIT BRAKES TEST GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME Declined Wiper Blade /Insert Replacement Complimentary PrecisionCare powered by [redacted] Sanitization

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	***Name***	LAMPE DODGE CHRYSLER JEEP OF TULARE	***Zone*** [redacted]
Address	1950 S BLACKSTONE ST , TULARE, CA 93274		

Condition Information

Condition	[redacted]	***Desc***	***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	08805601	Switch, transmission range	[redacted]	[redacted]	6[redacted]	SENSOR	1	X	251.77	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES VEHICKE WILL NOT GO INTO DRIVE, WILL ONLY GO IN REVERSE

(Claim) Cause:

FOUND OPEN IN TRANS RANGE SENSOR

(Claim) Correction:

REPLACE TRANS RANGE SENSOR

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***	[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	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	49.78	$23.66 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION CUST PREFERRED METHOD OF CONTACT CALL TEXT [redacted] C/S HAS NO REVERS [redacted] RECALL PART IS HERE

(RO) Cause:

K1 snap ring dislodged and damaged apply piston seals in B1 and B2

(RO) Correction:

COMPLETED MULTI-POINT INSPECTION could not test drive vehicle transmission will only pull in reverse, followed service bulletin for [redacted] snap ring failure performed repair removed front drive shaft [redacted] shaft, transfer case and removed transmission during repair found pieces of seal material in the transmission contacted star was instructed to air check the [redacted] and B2 clutch packs replaced [redacted] and B2 apply piston seals and installed new K1 clutch with input shaft assembly reassembled transmission added fluid performed recall [redacted] by replacing heater grid relay per recall [redacted] [redacted] [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S HAS NO REVERSE

(Claim) Cause:

K1 SNAP RING DISLODGED AND DAMAGE [redacted] B1 AND B2

(Claim) Correction:

COULD NOT TEST DRIVE VEHICLE TRANSMISSION WILL ONLY PULL IN REVERSE, FOLLOWED SERVICE BULLETIN FOR K1 SNAP RING FAILURE PERFORMED REPAIR REMOVED FRONT DRI VE SHAFT [redacted] DRIVE SHAFT, TRANSFER CASE AND REMOVED TRANSMISSION DUR ING REPAIR FOUND PIECES OF SEAL MATERIAL IN THE TRANSMISSION CONTACTED STAR WAS INSTRUCTED TO AIR CHECK THE B1 AND B2 CLUTCH PACKS REPLACED [redacted] AND B2 APP LY PISTON SEALS AND INSTALLED NEW K1 CLUTCH WITH INPUT SHAFT ASSEMBLY REASSE MBLED TRANSMISSION ADDED FLUID

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***	LA[redacted] JEEP OF [redacted]	***Zone***	[redacted] LOS ANGELES
Address	1950 S BLACKSTONE ST , [redacted], CA 93274				

Condition Information

Condition Code	[redacted]	[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:

[redacted] DRIVEABILITY BODY VEHICLE INSPECTION TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DRIVEABILITY [CUSTOMER STATES VEHICKE WILL NOT GO INTO DRIVE, WILL ONLY GO IN REVERSE. CHECK AND ADVISE]

(Claim) Cause:

VERIFY VEHICLE DOES NOT MOVE WHEN PUT INTO ANY GEAR, PERFORM PRE-DIAGNOSTIC TROUBLESHOOTING PROCEDURE READ DTCS AND RECORD ON THE REPAIR ORDER, RUN A VE HICLE SCAN REPORT AND ECU CONFIGURATION REPORT, CHECK VEHICLE REPAIR HISTO RY FOR RECENT REPAIRS, VERIFY VEHICLE BUILD CONFIGURATION WITH THE OEM VEHIC LE BUILD, CHECK AFTERMARKET ACCESSORIES INCLUDING SOFTWARE IF INSTALLED THAT MAY CAUSE THE CONCERN, CHECK

(Claim) Correction:

CHECK FOR COMMUNICATION ERRORS, CHECK FOR ACTIVE DTCS, SEARCH [redacted] RRTS STAR C ASES AND TECH2TECH FORM FOR SIMILAR CONCERNS, GATHER SCAN, FREEZE FRAME AND VEHICLE CONFIGURATION REPORTS. [redacted] EARCH FOUN[redacted] ADDRESSING DTC S IN TRANSMISSION [redacted] 1 SHIFT INCORRECT RATIO (THIS DTC WILL SET D URING A KEY CYCLE AND SHIFTING INTO DRIVE) DRAIN TRANSMISSION, REMOVE TRANSM ISSION [redacted] PROPELLER SHAFT EQUIPPED, REPLACE K1 CLUTCH, HUB, SNAP RING , AND SEALS, REPLAC[redacted] USE DRIVE LINE BOLTS, TORQUE CONVERTER BOLTS, INST ALL REMOVED PARTS, FILL TRANSMISSION FOR FLUID LOST DURING REPAIR , ERASE DT C, PERFORM QUICK LEARN AND TEST DRIVE, OPERATING AS DESIGNED

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]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]	LOP Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$70.99
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		4.92	$70.99
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		30.92	$70.99
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	O[redacted]	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	GASKET	1		47.41	$70.99
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	FLUID AFT	1		54.62	$70.99
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	FLUID AFT	9		121.29	$70.99
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		40.43	$70.99
[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] ; [redacted] equipped				BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				[redacted]	1		30.92	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				[redacted]				
[redacted]		Transmission, Remove and install for recondition -			[redacted]	O[redacted]	1		[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]	GASKET	1		[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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[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]	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	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 Snap Ring	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 Snap Ring	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 Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		16.81	[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]	O-RING	1		24.65	[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		47.41	[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]	
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	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 Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		40.43	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION CUST PREFERRED METHOD OF CONTACT CALL TEXT [redacted] C/S HAS NO REVERS[redacted] RECALL PART IS HERE

(RO) Cause:

K1 snap ring dislodged and damaged apply piston seals in B1 and B2

(RO) Correction:

COMPLETED MULTI-POINT INSPECTION could not test drive vehicle transmission will only pull in reverse, followed service bulletin for [redacted] snap ring failure performed repair removed front drive shaft [redacted] rear drive shaft, transfer case and removed transmission during repair found pieces of seal material in the transmission contacted star was instructed to air check the [redacted] and B2 clutch packs replaced [redacted] and B2 apply piston seals and installed new K1 clutch with input shaft assembly reassembled transmission added fluid performed recall [redacted] by replacing heater grid relay per recall LOP [redacted] [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S HAS NO REVERSE

(Claim) Cause:

K1 SNAP RING DISLODGED AND DAMAGE[redacted] SEALS IN B1 AND B2

(Claim) Correction:

COULD NOT TEST DRIVE VEHICLE TRANSMISSION WILL ONLY PULL IN REVERSE, FOLLOWED SERVICE BULLETIN FOR K1 SNAP RING FAILURE PERFORMED REPAIR REMOVED FRONT DRI VE SHAFT [redacted] DRIVE SHAFT, TRANSFER CASE AND REMOVED TRANSMISSION DUR ING REPAIR FOUND PIECES OF SEAL MATERIAL IN THE TRANSMISSION CONTACTED STAR WAS INSTRUCTED TO AIR CHECK THE B1 AND B2 CLUTCH PACKS REPLACED [redacted] AND B2 [redacted] SEALS AND INSTALLED NEW K1 CLUTCH WITH INPUT SHAFT ASSEMBLY REASSE MBLED TRANSMISSION ADDED FLUID

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	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]	**Zone**	[redacted]
Address	2354 FLORENCE BLVD , FLORENCE, AL 35630				

Condition Information

Condition			Failure	Failure Desc	Part Number	Name	Quantity	Failed	Expense	Expense
[redacted]	[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	57.45	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) [parts tagged the part for him] Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay]

(RO) Cause:

.

(RO) Correction:

mpi completed Multi-point inspection (according to maintenanceinterval) COMPLIMENTARY MULTI-POINTVEHICLE INSPECTION [redacted] recalll completed 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:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim 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	1229 S QUINTARD AVE , ANNISTON, AL 36201				

Condition Information

Condition		Desc	Failure Code	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[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]	GREASE	1		59.81	$124.61
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1302.63	$124.61
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		21.12	$124.61
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		7.28	$124.61
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		32.48	$124.61
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		39.[redacted]	$124.61
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		8.61	$124.61
A	21000169	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		135.76	$124.61
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		135.76	$124.61
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		135.76	$124.61
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[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]			29.46	$249.22
[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]	GREASE	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 ; 4X4 equipped			[redacted]	SNAP [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL [redacted]	4		[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			[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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[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 ; [redacted] propeller shaft equipped			[redacted]	SEALER	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]	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]	GREASE	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]	SNAP [redacted]	1		21.12	$41.54

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[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]	
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]	FLUID AFT	9		[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	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]	SEALER	1		10.20	[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		25.56	[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		29.46	[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]	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]	SNAP RING	1		21.12	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	SEAL RING	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]	SEAL RING	1		7.28	[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		32.48	[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	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	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	9		[redacted]	
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	SEALER	1		[redacted]	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		[redacted]	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	4		[redacted]	
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	O-RING	1		[redacted]	
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	WASHER	1		[redacted]	
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] CUSTOMER STATES VEHICLE WILL NOT MOVE FORWARD WILL ONLY GO INTO REVERSE COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION

(RO) Cause:

.

(RO) Correction:

[redacted] ordered [redacted] verified customer concnern found codesfor [redacted] gear ratio error , per servicebulliten removed transmission from vehiclechecked end play removed bell hosuing removedfront pump assembly removed k1 k2 clutchassemblies found snap ring to have beendislodged recommedn replace damaged partscleaned inside transmision drained fluid ,installed new k1 k2 clutch with new snap ring,and seals installed selective race ,installed pump and new gasket ,torque to specinstalled bell houisng and measured end playend play with in spec , installed torqueconverter installed transmission to vehicleinstalled transfer case installed rear driveshaft and front driveshaft with new boltsrefilled transmission to spec cleared codesand performed relaern , test drove vehicle noleaking or codes at this time vehicleshifting as designed lop [redacted] 4.6hrlop [redacted] peice driveshaftlop [redacted] def equiped lop [redacted] 4x4 CUSTOMER STATES VEHICLE WILL NOT MOVE FORWARD WILL ONLY GO INTO REVERSEENTERPRISE . SUBLET REPAIRS [redacted] inspected COMPLIMENTARY MULTI-POINTVEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE FORWARD WILL ONLY GO INTO REVERSE

(Claim) Cause:

VERIFIED CUSTOMER CONCNERN

(Claim) Correction:

FOUND CODES FOR [redacted] RATIO ERROR , PER SERVICE BULLITEN REMOVED TRANS MISSION FROM VEHICLE CHECKED END PLAY REMOVED BELL HOSUING REMOVED FRONT P UMP ASSEMBLY REMOVE [redacted] CLUTCH ASSEMBLIES FOUND SNAP RING TO HAVE BEEN DISLODGED RECOMMEDN REPLACE DAMAGED PARTS CLEANED INSIDE TRANSMISION DRAINED FLUID , INSTALLED NEW [redacted] CLUTCH WITH NEW SNAP RING ,AND SEALS INSTALLED S ELECTIVE RACE , INSTALLED PUMP AND NEW GASKET ,TORQUE TO SPEC INSTALLED BELL HOUISNG AND MEASURED END PLAY END PLAY WITH IN SPEC , INSTALLED TORQUE CO NVERTER INSTALLED TRANSMISSION TO VEHICLE INSTALLED TRANSFER CASE INSTALLED REAR DRIVE SHAFT AND FRONT DRIVESHAFT WITH NEW BOLTS REFILLED TRANSMISSION T O SPEC CLEARED CODES AND PERFORMED RELAERN , TEST DROVE VEHICLE NO LEAKING OR CODES AT THIS TIME VEHICLE SHIFTiNG AS DESIGNED LO [redacted] L OP [redacted] DRIVESHAFT LOP [redacted] DEF EQUIPED LO P [redacted] 4X4

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM [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] 66 [redacted]
Address	1634 HIGHWAY 27 NORTH , BREMEN, GA 30110

Condition Information

Condition Code	[redacted]	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] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	$32.22
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	$32.22
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		[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]	[redacted]	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]	FLUID AFT	3		[redacted]	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	1883.00	$85.93
[redacted]		Valve Body ; Valve body - Replace - [redacted] AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	BODY ASSY	1	X	1883.00	$75.19

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION SLAMMED INTO GEAR AND WILL NOT MOVE CUSTOMER STATES TRANSMISSION SLAMMED INTOGEAR AND WOULD NOT MOVE

(Claim) Cause:

INSPECTED AND SNAP RING HAS BROKEN AND FOUND RING BROKEN, AFTER PERFORMING TSB PERFORMED DIAG AND FOUND SLIPPING INTO REVERSE AND [redacted], FOUND VAVLE [redacted] FOUND VEHICLE STILL SLIPS INTO REVERSE AND FOUND VAVLE [redacted]Y TO HAVE INTERNA Y TO HAVE INTERNAL DAMAGE, FOUN[redacted] FOR REPAIR L DAMAGE

(Claim) Correction:

REMOVED AND REPLACED VAVLE [redacted]Y AND REFILLED FLUID AND QUICK LEARNED TRNAMIMSS ION PER TSB REMOVED OIL PAN AND REPLACED VAVLE [redacted]Y

Warranty Claim Report

Vehicle Information

[redacted]	[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]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted] Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6 Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION IS NOTSHIFTING CORRECTLY MULTIPOINT INSPECTION CUSTOMER STATES TRANSMISSION IS NOTSHIFTING CORRECTLY

(RO) Cause:

NA

(RO) Correction:

[redacted] no forward gears checked fluid level okpulled po731 pulled pan and found lots ofmetal in pan internal damage to extent willneed trans assembly removed and replacedtransmission performed quick learn topped offfluid verified proper operation all ok Transmission, Replace - automatic - Replace [redacted]C (3 - HighlySkilled) Transmission, Replace - automatic 4x4/AWD equipped POWERTRAIN POWERTRAIN MULTIPOINT INSPECTION DIAGNOSIS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION IS NOT SHIFTING CORRECTLY

(Claim) Cause:

NO FORWARD [redacted] CHECKED FLUID LEVEL OK PULLED [redacted] PULLED PAN AND FOUND LOTS OF [redacted] PAN INTERNAL DAMAGE TO EXTENT WILL NEED TRANS ASSEMBLY

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION PERFORMED QUICK LEARN TOPPED OFF FLUID VERIF IED PROPER OPERATION ALL 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	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	, ,		

Condition Information

[redacted]							***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Safety Recall 13A - 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:

(Multi-point inspection according to maintenance interval) [redacted] LOF & ROTATE Recall Customer Satisfaction Notification [redacted] Ram Heavy Duty Grid Heater Relay (Recall Customer Satisfacti on Notification 1) INSTALL SIDE STEPS PARTS SHOULD HAVE

(RO) Cause:

Oil is well used and tires need rotated. Tech changed oil and filter. torqued filter and drain plug. tech torqued lug nuts to spec with torque wrench. tech replaced grid heater relay installed factory side steps.

(RO) Correction:

Oil is well used and tires need rotated. Tech changed oil and filter. torqued filter and drain plug. tech torqued lug nuts to spec with torque wrench. tech replaced grid heater relay installed factory side steps.

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

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***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)	[redacted]	RELAY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] INSPECT AND REPROGRAM 12 [redacted] REPLACE RELAY INTAKE AIRHEATER

(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] 3500 [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]	**Zone**	6[redacted]
Address	2198 NE 163RD ST , NORTH MIAMI BEACH, FL 33162				

Condition Information

Condition Code	[redacted] Desc		Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] INSPECT AND REPRO[redacted]M 12 [redacted] REPLACE RELAY INTAKE AIRHEATER

(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]	**Name**	THOMAS GARAGE INC	[redacted]
Address	252 EAST MAIN STREET , ST. CLAIRSVILLE, OH 43950		

Condition Information

Condition	[redacted]	Desc	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater [redacted] Air Grid Heater Relay		UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM SAFETY RECALL [redacted] REPLACED HEATER GRID RELAY PER SAFETY RECALL [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] 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]
Address	, ,		

Condition Information

Condition [redacted]			***Failure***	***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)	CSTP13A1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Recall Customer Satisfaction Notification [redacted] Ram Heavy Duty Grid Heater Relay (Recall Customer Satisfacti on Notification 1)

(RO) Cause:

COMPLIMENTARY INSPECTION OF AREAS OUTLINED ON SEPERATE INSPECTION FORM PROVIDED BY YOUR SERVICE ADVISOR. FOLLOW AND COMPLETE RECALL REPAIRS AS SPECIFIED BY VEHICLE MANUFACTURER.

(RO) Correction:

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**	DD8L63 - RAM 3500 REG CAB CHASSIS 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**	GENGRAS CHRYSLER DODGE JEEP LLC	**Zone**	[redacted]
Address	460 CONNECTICUT BLVD , EAST HARTFORD, CT 06108				

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]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA[redacted]	RELAY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

*Video Inspection Automatic Transmission Concern [Customer States vehicle will not drive. in limp mode. car will go inreverse but when putting in drive it makes a loud banging noise.] Automatic Transmission Concern [Customer States vehicle will not drive. in limp mode. car will go inreverse but when putting in drive it makes a loud banging noise.] RECALL- [redacted] RECALL AIR GRID RELAY

(RO) Cause:

. .

(RO) Correction:

*Video Inspection PERFORM MULTI POINT INSPECTION Automatic Transmission Concern DIAGNOSIS [redacted] hook up scan tool found fault po701gear ratio error in [redacted] found bulletinapplies [redacted] a remove unit from veh4 wd equipped tear down to failure replaceinput assy due to snap ring popped outclutches burnt reseal input and reinstall add8 [redacted] asin atf perform quick learn roadtest ver proper operation labor ops asfollows [redacted] total hrs [redacted] Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] equipped [redacted] perform recall [redacted] replace air heatergrid relay labor op [redacted] A1-820 [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:

CUSTOMER STATES VEHICLE WILL NOT DRIVE. IN LIMP MODE. CAR WILL GO IN REVERSE B UT WHEN PUTTING IN DRIVE IT MAKES A LOUD BANGING NOISE.

(Claim) Cause:

HOOK UP SCAN TOOL FOUND FAULT PO701 GEAR RATIO ERROR IN [redacted] FOUND BULLE TIN APPLIES [redacted] REV A

(Claim) Correction:

REMOVE UNIT FROM VEH [redacted] EQUIPPED TEAR DOWN TO FAILURE REPLACE INPUT ASSY DUE TO SNAP RING POPPED OUT CLUTCHES BURNT RESEAL INPUT AND REINSTALL ADD [redacted] ARTS ASIN ATF PERFORM QUICK LEARN ROAD TEST VER PROPER OPERATION

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

Dealer Information

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

Condition Information

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

(Multi-point inspection according to maintenance interval) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER REQUEST DIESEL OIL AND FILTER CHANGE CUSTOMER REQUEST TIRE ROTATION NO WASH - DUALLY

(RO) Cause:

COURTESY INSPECTION SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE

(RO) Correction:

PERFORMED MULTI POINT INSPECTION no work has been done = PARTS ORDERED AND WILL ARRIVE BY END OF MONTH SERVICE PERFORMED PERFORMED TIRE ROTATION

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

Dealer Information

[redacted]		[redacted]	***Name***	HOBLIT [redacted] JEEP DODGE, INC.	***Zone***	71	[redacted]
Address	801 MAIN STREET , WOODLAND, CA 95695						

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:

MULTI-POINT INSPECTION ENGINE MECHANICAL CONCERN MISCELLANEOUS MAINTENANCE PERFORM RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE TOWED IN; CUSTOMER STATES VEHICLE WILL ONLY SHIFT IN REVERSE

(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], ONLY REVERSE [redacted]. FOLLOWED PRECEDURE S IN TSB AND ORDERED RQUIRED PARTS AND PULLED TRUCK IN

(Claim) Correction:

[redacted] STARTED WITH THE REMOVAL OF THE DRIVESHAFTS FRONT AND REAR WITH [redacted] REAR, THEN CONTINUED WITH THE TRANSFER CASE SKID PLATE AND THEN THE CROSSME MBER. NEXT REMOVED THE [redacted] CONVERTER BOLTS AND THEN THE TRANSMISSION ONCE TRANS WAS OUT DISSAMBLED AND INSTALLED NEW UPDATED PARTS FOLLOWING RRT

GUIDE LINES AND THEN REASSEMBLED IN REVERSE ORDER. ADDED FLUID AND ROAD TESTED FOR FINAL OPERATION AND IS OK AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L63 - RAM 3500 REG CAB CHASSIS 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	460 CONNECTICUT BLVD , EAST HARTFORD, CT 06108		

Condition 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 ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]		4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]		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]	CLUTCHKIT	1	X	[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]	FLUID AFT	8		[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]		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		33.61	$755.64

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		68.23	[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	1486.13	[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	[redacted]	[redacted]	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

*Video Inspection Automatic Transmission Concern [Customer States vehicle will not drive. in limp mode. car will go inreverse but when putting in drive it makes a loud banging noise.] Automatic Transmission Concern [Customer States vehicle will not drive. in limp mode. car will go inreverse but when putting in drive it makes a loud banging noise.] RECALL- [redacted] RECALL AIR GRID RELAY

(RO) Cause:

. .

(RO) Correction:

*Video Inspection PERFORM MULTI POINT INSPECTION Automatic Transmission Concern DIAGNOSIS [redacted] hook up scan tool found fault po701gear ratio error in [redacted] found bulletinapplies [redacted] a remove unit from veh4 wd equipped tear down to failure replaceinput assy due to snap ring popped outclutches burnt reseal input and reinstall add8 [redacted] asin atf perform quick learn roadtest ver proper operation labor ops asfollows [redacted] [redacted] total hrs [redacted] 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] equipped [redacted] perform recall [redacted] replace air heatergrid relay labor op [redacted] - [redacted] [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:

CUSTOMER STATES VEHICLE WILL NOT DRIVE. IN LIMP MODE. CAR WILL GO IN REVERSE B UT WHEN PUTTING IN DRIVE IT MAKES A LOUD BANGING NOISE.

(Claim) Cause:

HOOK UP SCAN TOOL FOUND FAULT [redacted] RATIO ERROR IN [redacted] FOUND BULLE TIN APPLIES [redacted] REV A

(Claim) Correction:

REMOVE UNIT FROM VEH [redacted] EQUIPPED TEAR DOWN TO FAILURE REPLACE INPUT ASSY DUE TO SNAP RING POPPED OUT CLUTCHES BURNT RESEAL INPUT AND REINSTALL ADD [redacted] ASIN ATF PERFORM QUICK LEARN ROAD TEST VER PROPER OPERATION

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***	HOBLIT CHRYSLER JEEP DODGE, INC.	***Zone***	71	[redacted]
Address	801 MAIN STREET , WOODLAND, CA 95695				

Condition Information

Condition	*Desc*	*Failure*	*Failure Desc*	*Part Number*	*Part Name*	*Part Quantity*	*Part Failed*	*Expense*	*Expense*
[redacted]	Transmission, Remove and install for recondition - [redacted]/AS69RC ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1322.15	[redacted]
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]/AS69RC ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	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]	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	[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]	FLUID AFT	1		15.31	[redacted]

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION ENGINE MECHANICAL CONCERN MISCELLANEOUS MAINTENANCE PERFORM RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE TOWED IN; CUSTOMER STATES VEHICLE WILL ONLY SHIFT IN REVERSE

(Claim) Cause:

FOUND TRUCK TO HAVE NO FORWARD [redacted], AND AN OPEN [redacted] FOR THIS CONDITION. [redacted] THAT A SNAP RING WILL FALL OUT OF PLACE AND CAUSE A CONDT ION THAT RESULTS IN NO FORWARD [redacted], ONLY REVERSE [redacted]. FOLLOWED PRECEDURE S IN [redacted] AND ORDERED RQUIRED PARTS AND PULLED TRUCK IN

(Claim) Correction:

[redacted] STARTED WITH THE REMOVAL OF THE DRIVESHAFTS FRONT AND REAR WITH [redacted] REAR, THEN CONTINUED WITH THE TRANSFER CASE SKID PLATE AND THEN THE CROSSME MBER. NEXT REMOVED THE TOURQ CONVERTER BOLTS AND THEN THE TRANSMISSION ONCE TRANS WAS OUT DISSAMBLED AND INSTALLED NEW UPDATED PARTS FOLLOWING RRT GUIDE LINES AND THEN REASSEMBLED IN REVERSE ORDER. ADDED FLUID AND ROAD TESTED FOR FINAL OPERATION AND IS OK AT THIS TIME.

Warranty Claim Report

Vehicle Information

[redacted]	[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]
Address	, ,		

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		[redacted]	$92.48
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		44.93	$92.48
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]T	1	X	[redacted]	$92.48
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		25.37	$92.48
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				FLUID AFT	9		[redacted]	$184.96
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				[redacted]	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION		FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION		FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION		[redacted]T	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]	[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 WENT IN LIMP MODE TOWING VEHICLE IN

(Claim) Cause:

INCORRECT GEAR RATIO

(Claim) Correction:

DUPLICATED CONCERN AND FOUND COD[redacted] 1 SHIFT INCORRECT RATIO. REM OVED TRANSMISSION FROM VEHICLE AND DISASSEMBLED. FOUND K1 CLUTCH SNAP RING D ISENGAGED. REPLACED K1 CLUTCH PACK ASSEMBLY.

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***	THE [redacted]	[redacted]
Address	2900 N MAIN ST , LOGAN, UT 84341		

Condition Information

Condition	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Number*** [redacted]	***Name*** [redacted]	[redacted] ***Quantity***	[redacted] ***Failed***	***Expense***	***Expense***
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				CLUTCHKIT	1	X	1404.00	$170.87
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted] SERVICE ACTION		CLUTCHKIT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE CODE- TRANSMISSION

(Claim) Cause:

UPON INSPECTION OF VEHICLE SCANNED FOR DTCS AND FOUND THAT COD[redacted] WAS A CTIVE INSPECTED FOR TSB AND REVIEWED DIAG FOR CODE FOUN[redacted] A F OLLOWING SERVICE DOCUMENTATION REMOVED TRANSMISION MOVED TO WORKBENCH REMOV ED TOURQ CONVERTER AND REMOVED BELL HOUSING REMOVED PUMP ASSYMBLY

REMOVED IN PUT SHAFT K1 AND K2 CLUTCH ASSYMBLYES APON REMOVAL FOUND THAT THE CLUTCHES F ORM THE K1 CLUTCH HUB HAD FALLEN OUT WITH THE

(Claim) Correction:

FOLLOWING FINDINGS ORDERED KIT FROM TSB FOR REPAIR REMOVED K2 CLUTCH HUB AND INSPECTED ALL BEARINGS RE INSTALLED CLUTCH HUB SOAKED NEW K1 CLUTCH HUB IN F RESH OIL FOLLOWING SERVICE DOCUMENTATION RE ASSEMBLED TRANSMISSION CHECKING END PLAY AND COMPARED TO PREVIOUSLY RECORDED ENDPLAY WITHIN TOLERANCE RE IN STALLED TRANSMISSION AND FILLED WITH FLUID STARTED VEHICLE AND LET IDLE TILL OPERATING TEMP UPON TRYING TO MOVE FOUND HARSH ENGADGMENT AFTER QUICK LEARN FOUND SMOKE COMING OUT OF DIPSTICK TUBE CONTACTED STAR FOUND THAT [redacted] WAS ACTIVE SHARED INFO OF REPAIR THEY REQUESTED I AIR CHECK CLUTCHES AFTER RESULTS DETERMINED TRANSMISSION WOULD NEED TO BE REMOVED TO CHECK K1 CLUTCH FOR FAILURE REMOVED TRANSMISSION AND DISASSEMBLED TRANSMISSION AND INSPECTED K1 CLUTCH FOUND A DEFECTIVE CLUTCH PACK NEAR THE PISTON DUE TO BENT AND WA RPED CLUTCHES PICTURES ATTACHED ORDERED NEW K1 CLUTCH ASSEMBLY RE INSTALLED

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**	THE [redacted]	[redacted]	[redacted]
Address	2900 N MAIN ST , LOGAN, UT 84341				

Condition Information

Condition [redacted]	[redacted]	[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		1404.00	[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		198.93	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68253813AB	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68253770AA	BEARING	1		41.70	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		392.12	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		40.93	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted] B	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		64.46	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		54.71	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68019782AA	[redacted]	1		7.84	[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]	[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			[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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	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]	HUB	1		198.93	[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		38.83	[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]	BEARING	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]	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		40.93	[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	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]	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	4		54.71	[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		35.00	[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		42.75	[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]	WASHER	2		18.55	[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]	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	7		113.81	[redacted]

RO Narratives

(RO) Customer Concern:

check engine code- transmission [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK [redacted] CODE- TRANSMISSION

(Claim) Cause:

UPON INSPECTION OF VEHICLE SCANNED FOR DTCS AND FOUND THAT [redacted] WAS A CTIVE INSPECTED FOR TSB AND REVIEWED DIAG FOR CODE FOUN[redacted] A F OLLOWING SERVICE DOCUMENTATION REMOVED TRANSMISION MOVED TO WORKBENCH REMOV ED TOURQ CONVERTER AND REMOVED BELL HOUSING REMOVED PUMP ASSYMBLY REMOVED IN PUT SHAFT K1 AND K2 CLUTCH ASSYMBLYES APON REMOVAL FOUND THAT THE CLUTCHES F ORM THE K1 CLUTCH HUB HAD FALLEN OUT WITH THE

(Claim) Correction:

FOLLOWING FINDINGS ORDERED KIT FROM TSB FOR REPAIR REMOVED K2 CLUTCH HUB AND INSPECTED ALL [redacted] RE INSTALLED CLUTCH HUB SOAKED NEW K1 CLUTCH HUB IN F RESH OIL FOLLOWING SERVICE DOCUMENTATION RE ASSEMBLED TRANSMISSION CHECKING END PLAY AND COMPARED TO PREVIOUSLY RECORDED ENDPLAY WITHIN TOLERANCE RE IN STALLED TRANSMISSION AND FILLED WITH FLUID STARTED VEHICLE AND LET IDLE TILL OPERATING TEMP UPON TRYING TO MOVE FOUND HARSH ENGADGMENT AFTER QUICK LEARN FOUND SMOKE COMING OUT OF DIPSTICK TUBE CONTACTED STAR FOUND THAT [redacted] WAS ACTIVE SHARED INFO OF REPAIR THEY REQUESTED I AIR CHECK CLUTCHES AFTER RESULTS DETERMINED TRANSMISSION WOULD NEED TO BE REMOVED TO CHECK K1 CLUTCH FOR FAILURE REMOVED TRANSMISSION AND DISASSEMBLED TRANSMISSION AND INSPECTED K1 CLUTCH FOUND A DEFECTIVE CLUTCH PACK NEAR THE PISTON DUE TO BENT AND WA RPED CLUTCHES PICTURES ATTACHED ORDERED NEW K1 CLUTCH ASSEMBLY RE INSTALLED

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

Condition Information

							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:

[redacted] Ram Heavy Duty Grid Heater Rel CUSTOMER STATES TRANSMISSION NOT GOING INTO GEAR CHECK AND ADVISE COMPLIMENTARY MULTI-POINT INSPECT

(RO) Cause:

RECALL WARRANTY

(RO) Correction:

1 performed recall [redacted] replacement of theheater grid relay. Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] Customer stated the vehicle would notmove forward. Check engine light was on foundstored codes [redacted] and [redacted]. Determined thetrans had the [redacted] snap pop as per theTSB. Removed the trans from the vehicle anddisassembled the trans and found the [redacted] clip to be popped out and the K2 Hubassembly to be damaged. Replaced the K1clutch assembly and K2 hub assembly thevehicle now shifts. Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] [redacted] MISC MISC 1 multi point inspection COMPLIMENTARY MULTI-POINTINSPECT MULTI-POINT INSPECT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION NOT GOING INTO GEAR CHECK AND ADVISE

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

CUSTOMER STATED THE VEHICLE WOULD NOT MOVE FORWARD. CHECK ENGINE LIGHT WAS ON FOUND STORED CODES [redacted] AND [redacted]. DETERMINED THE TRANS HAD THE K1 CLUTCH S NAP POP AS PER THE TSB. REMOVED THE TRANS FROM THE VEHICLE AND DISASSEMBLED THE TRANS AND FOUND THE K1 CLUTCH CLIP TO BE POPPED OUT AND THE K2 HUB ASSEMBL Y TO BE DAMAGED. REPLACED THE [redacted] CLUTCH ASSEMBLY AND K2 HUB ASSEMBLY THE VEH ICLE NOW SHIFTS.

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]
Address	, ,		

Condition Information

Condition	[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			89.98	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		374.47	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted] T	1	X	1340.80	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	HUB	1		374.47	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted] T	1	X	1340.80	[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]				
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		374.47	[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	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel CUSTOMER STATES TRANSMISSION NOT GOING INTO GEAR CHECK AND ADVISE COMPLIMENTARY MULTI-POINT INSPECT

(RO) Cause:

RECALL WARRANTY

(RO) Correction:

1 performed recall [redacted] replacement of theheater grid relay. Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] Customer stated the vehicle would notmove forward. Check engine light was on foundstored codes [redacted] and [redacted]. Determined thetrans had the K1 clutch snap pop as per theTSB. Removed the trans from the vehicle anddisassembled the trans and found the K1clutch clip to be popped out and the K2 Hubassembly to be damaged. Replaced the K1clutch assembly and K2 hub assembly thevehicle now shifts. Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] [redacted] MISC MISC 1 multi point inspection COMPLIMENTARY MULTI-POINTINSPECT MULTI-POINT INSPECT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION NOT GOING INTO GEAR CHECK AND ADVISE

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

CUSTOMER STATED THE VEHICLE WOULD NOT MOVE FORWARD. CHECK ENGINE LIGHT WAS ON FOUND STORED CODES [redacted] AND [redacted]. DETERMINED THE TRANS HAD THE K1 CLUTCH S NAP POP AS PER THE TSB. REMOVED THE TRANS FROM THE VEHICLE AND DISASSEMBLED THE TRANS AND FOUND THE K1 CLUTCH CLIP TO BE POPPED OUT AND THE K2 HUB ASSEMBL Y TO BE DAMAGED. REPLACED THE [redacted] CLUTCH ASSEMBLY AND K2 HUB ASSEMBLY THE VEH ICLE NOW SHIFTS.

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**	ALL [redacted]	[redacted]	[redacted]
Address	4600 CANYON DRIVE , AMARILLO, TX 79109				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure [redacted]	[redacted]	Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]				
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	7		99.35	$77.51
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	7		99.35	$77.51
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[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] T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	7		99.35	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	7		99.35	[redacted]
A	21000A60	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]	[redacted]			[redacted]	

		[redacted]C ; Skid plate equipped								
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	1		[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]	FLUID AFT	7		[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]	BOLT	4		27.72	$38.75
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]	FLUID	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	7		[redacted]	[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]	[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 ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		27.72	[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]	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	ZZ	SERVICE ACTION	[redacted]	FLUID	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		99.35	[redacted]

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	05189966AD	FLUID AFT	7		99.35	[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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO FORWARD GEARS, WILL GO INTO GEAR BUT WON'T MOVE. ONLY HAS REVERSE 2021- [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

VERIFIED CONCERN FOUND K1 CLUTCH DRUM SNAP RING DISENGAGED

(RO) Correction:

[redacted] REPLACED K1 INPUT DRUM ASSEMBLY TESTDROVE TO VERIFY REPAIR K1 CLUTCH/INPUT SHAFT ASSEMBLY [redacted] [redacted] PROPELLER SHAFTEQUIPPED SKID PLATE EQUIPPED DEF EQUIPPED [redacted] EQUIPPED PARTS ARE ORDERED FOR VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO FORWARD GEARS, WILL GO INTO GEAR BUT WON'T MOV E. ONLY HAS REVERSE

(Claim) Cause:

VERIFIED CONCERN FOUND K1 CLUTCH DRUM SNAP RING DISENGAGED

(Claim) Correction:

REPLACED K1 INPUT DRUM ASSEMBLY TEST DROVE TO VERIFY REPAIR

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]	***Zone***	7[redacted]	LOS [redacted]
Address	[redacted], TURLOCK, CA 95380					

Condition Information

Condition [redacted]	[redacted]	***Desc*** [redacted]	***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)	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:

CUSTOMER STATES CHECK FOR WARNING LIGHTS COMING ON.

(Claim) Cause:

CHASSIS CAB HAS BEEN MODIFIED BY UPFITTER AND HAS [redacted]. CHEC KED WIRING RELATED TO ONLY ACTIVE DTCS, WIRING ([redacted] & [redacted]) DID NOT HAVE ANY ABNORMAL WEAR OR DAMAGE. PLUGGED CONNECTOR BACK, CLEARED DTCS, AND PERFORMED COMMUNICATION VERIFICATION TEST. MEASURED [redacted] PACKETS. STAR TED VEHICLE AND PLACED IN GEAR, ALL DTCS RETURNED, AND DASH ILLUMINATED EVER Y WARNING LIGHT. WILL NEED TO ASK CUSTOMER IF CONCERN WAS PRESENT BEFORE UP FITTING. REMOVED AFTERMARKET CABLES FROM BATTERY, CONCERN CAME BACK AFTER S TARTING AND DRIVING VEHICLE FOR A [redacted]. INSPECTED AFTERMARKET HARNESS PA TH AND CHECKED FOR ABNORMAL WEAR OR DAMAGE, NONE FOUND. CONCERN CAN BE REPL ICATED BY STARTING TRUCK AND PLACING TRANSMISSION INTO REVERSE. ANY OTHER G EAR WILL NOT TRIGGER CAN BUS FAILURE. IF ENGINE

IS ON, BUT NOT RUNNING. FAILU RE WILL NOT RETURN. PERFORMED COMMUNICATION TEST, PARK ASSIST MODULE HAD MO ST FAILURES AT [redacted]. UNPLUGGED PTS, CAN BUS IS STILL DOWN. DI S[redacted]ECTED REVERSE LED TAIL LIGHTS, STILL NO BUS. AFTERMARKET HARNESS APPEA RS TO MERGE INTO FACTORY HARNESS WHERE FUEL TANK IS. UNPLUGGED HARNESSES [redacted]TING FROM REAR OF TRUCK MOVING FORWARD, NO CHANGE. "NO BUS" MESSAGE IS NO W ON CONSTANTLY, UNLESS TRUCK IS SHAKEN, OR DOOR IS SLAMMED. MOVED TO [redacted] [redacted]ECTOR ON DRIVERS' SIDE AND UNPLUGGED [redacted] AT A TIME. BUS DID NOT R ETURN.

(Claim) Correction:

MOVED TO [redacted] [redacted]ECTOR ON PASSENGER SIDE AND [redacted]TED TO DIS[redacted]ECT EVERY [redacted] ECTOR [redacted]. WHEN STEERING ASSIST MODULE WAS DIS[redacted]ECTED, BUS CAME BACK ON. CHECKED BUS WIRES [redacted] & [redacted] FOR SHORT TO POWER, NONE FOUND. CH ECKED CIRCUITS FOR SHORT TO GROUND OR EACH OTHER, NONE FOUND. FOUND FRONT TO W HOOKS HAVE SIGN HOLDERS WELDED ONTO THEM. WELDING ONTO CHASSIS MAY HAVE D AMAGED A MODULE. MOVED VEHICLE WITH [redacted] DIS[redacted]ECTED CAN BUS CAME OFFLINE. DIS[redacted]ECTED [redacted] [redacted]ECTOR FOR [redacted], TEST DROVE VEHICLE OVER BUMPER TERRAIN. TESTED RESISTANCE FROM [redacted] TO [redacted]ECTO[redacted], MEASURE[redacted] AND [redacted]. THEN MEASURED FROM [redacted] TO [redacted]. MEASURE[redacted] AND [redacted]. THEN MEASURED FROM X [redacted] TO [redacted] [redacted]ECTOR C. MEASURED 0.6 AND [redacted]. NEXT REMOVED PINS 30 & [redacted] ROM [redacted]ECTOR [redacted] AND [redacted]TED VEHICLE, CAN BUS REMAINED ONLINE. SHORT IS FROM [redacted]ECTO[redacted] TO [redacted]. NEED TO R&R HARNESS OR OVERLAY. OPENED [redacted] C ASE [redacted] [redacted] IS VERY NEW. RECOMMEND REPAIRING WIRING HARNESS WIT H JUMPER AND TEST AGAIN. [redacted] DOES NOT RECOMMEND CAN BUS OVERLAY. CUSTOMER TOOK VEHICLE AND WILL BRING IT BACK WHEN PART ARRIVES. REPLACED TRANSMISSION HARNESS WITH JUMPER, TURN ON VEHICLE AND CLEARED DTCS. TEST DROVE VEHICLE, NO DTCS RETURNED. [redacted] IS FUNCTIONING AS DESIGNED. RETURNED ORIGINAL HARNES S TO PARTS DEPARTMENT.

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

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Wiring harness, engine compartment and headlamp ; Engine compartment (headlamp to dash)			[redacted]	WIRING	1	X	[redacted]	[redacted]
A	[redacted]	Wiring harness, engine compartment and headlamp ; Engine compartment (headlamp to dash)			[redacted]	WIRING	1		54.07	[redacted]
[redacted]		Wiring harness, transmission ; Automatic transmission	[redacted]	BURNED OR BURNED OUT	[redacted]	WIRING	1	X	[redacted]	[redacted]
[redacted]		Wiring harness, transmission ; Automatic transmission	[redacted]	BURNED OR BURNED OUT	[redacted]	WIRING	1		54.07	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WIRING	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WIRING	1		54.07	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK FOR WARNING LIGHTS COMING ON.

(Claim) Cause:

CHASSIS CAB HAS BEEN MODIFIED BY UPFITTER AND HAS [redacted]. CHEC KED WIRING RELATED TO ONLY ACTIVE DTCS, WIRING ([redacted] C2 [redacted] &[redacted]) DID NOT HAVE ANY ABNORMAL WEAR OR DAMAGE. PLUGGED CONNECTOR BACK, CLEARED DTCS, AND PERFORMED COMMUNICATION VERIFICATION TEST. MEASURED [redacted] PACKETS[redacted] TED VEHICLE AND PLACED IN GEAR, ALL DTCS RETURNED, AND DASH ILLUMINATED EVER Y WARNING LIGHT. WILL NEED TO ASK CUSTOMER IF CONCERN WAS PRESENT BEFORE UP FITTING. REMOVED AFTERMARKET CABLES FROM BATTERY, CONCERN CAME BACK AFTER [redacted]TING AND DRIVING VEHICLE FOR A [redacted]. INSPECTED AFTERMARKET HARNESS PA TH AND CHECKED FOR ABNORMAL WEAR OR DAMAGE, NONE FOUND. CONCERN CAN BE REPL ICATED BY [redacted]TING TRUCK AND PLACING TRANSMISSION INTO REVERSE. ANY OTHER G EAR WILL NOT TRIGGER CAN BUS FAILURE. IF ENGINE IS ON, BUT NOT RUNNING, FAILU RE WILL NOT RETURN. PERFORMED COMMUNICATION TEST, PARK ASSIST MODULE HAD MO ST FAILURES AT [redacted]. UNPLUGGED PTS, CAN BUS IS STILL DOWN. DI SCONNECTED REVERSE LED TAIL LIGHTS, STILL NO BUS. AFTERMARKET HARNESS APPEA RS TO MERGE INTO FACTORY HARNESS WHERE FUEL TANK IS. UNPLUGGED HARNESSES [redacted]TING FROM REAR OF TRUCK MOVING FORWARD, NO CHANGE. "NO BUS" MESSAGE IS NO W ON CONSTANTLY, UNLESS TRUCK IS SHAKEN, OR DOOR IS SLAMMED. MOVED TO [redacted] C ONNECTOR ON DRIVERS' SIDE AND UNPLUGGED [redacted] AT A TIME. BUS DID NOT R ETURN.

(Claim) Correction:

MOVED TO [redacted] CONNECTOR ON PASSENGER SIDE AND [redacted]TED TO DISCONNECT EVERY CONN ECTOR [redacted]. WHEN STEERING ASSIST MODULE WAS DISCONNECTED, BUS CAME BACK ON. CHECKED BUS WIRES [redacted] & [redacted] FOR SHORT TO POWER, NONE FOUND. CH ECKED CIRCUITS FOR SHORT TO GROUND OR EACH OTHER, NONE FOUND. FOUND FRONT TO W HOOKS HAVE SIGN HOLDERS WELDED ONTO THEM. WELDING ONTO CHASSIS MAY HAVE D AMAGED A MODULE. MOVED VEHICLE WITH [redacted] DISCONNECTED CAN BUS CAME OFFLINE. DISCONNECTED [redacted] CONNECTOR FOR [redacted], TEST DROVE VEHICLE OVER BUMPER TERRAIN. TESTED RESISTANCE FROM [redacted] TO CONNECTO[redacted], MEASURE[redacted] AND [redacted]. THEN MEASURED FROM [redacted] TO [redacted]. MEASURE[redacted] AND [redacted]. THEN MEASURED FROM X [redacted] TO [redacted] CONNECTOR C. MEASURED 0.6 AND [redacted]. NEXT REMOVED PINS 30 & [redacted] ROM CONNECTOR [redacted] AND [redacted]TED VEHICLE, CAN BUS REMAINED ONLINE. SHORT IS FROM CONNECTO[redacted] TO [redacted]. NEED TO R&R HARNESS OR OVERLAY. OPENED [redacted] C ASE [redacted] [redacted] IS VERY NEW. RECOMMEND REPAIRING WIRING HARNESS WIT H JUMPER AND TEST AGAIN. [redacted] DOES NOT RECOMMEND CAN BUS OVERLAY. CUSTOMER TOOK VEHICLE AND WILL BRING IT BACK WHEN PART ARRIVES. REPLACED TRANSMISSION HARNESS WITH JUMPER, TURN ON VEHICLE AND CLEARED DTCS. TEST DROVE VEHICLE, NO DTCS RETURNED. [redacted] IS FUNCTIONING AS DESIGNED. RETURNED ORIGINAL HARNES S TO PARTS DEPARTMENT.

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	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***		***Zone***	51
Address	, ,				

Condition Information

Condition [redacted]	[redacted]		***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	[redacted] ***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]	
A	851STATE	State Labor Allowance			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

TOWED IN HARD TO GO INTO FORWARD GEAR TRANS TAKES [redacted] SHIFT INTO [redacted] ACTIVE TESTED ALL [redacted] IN DIAG TREE FOR OPEN SHORT POWER, SHORT GROUND AND CONTINUITY. NO ISSSUES FOUND WITH WIRING. [redacted] 45 SAYS TO REPLACE VALVE BODY AND INTERNAL TRANS [redacted]. CONTACTED STAR CENTER AND WAS ADVISED TO REPLACE TRANS ASSEMBLY. REPLACED TRANS ASSY PER STAR CENTER. RAN QUICK LEARN PROCEDURE OK ([redacted]) RECALL [redacted] RECALL [redacted] REPLACED INTAKE GRID HEATER RELAY [redacted]) CAC DUCT CHAFED FOUND AIR INLET HOSE CHAFFED FROM CONTACT WITH WIRE [redacted] REPLACED HOSE/TUBE ASSY AND MOVED [redacted] AWAY FROM TUBE [redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	2[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]	[redacted]		***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	4[redacted] D[redacted]
Address	1320 STATE ROUTE 46 EAST , BATESVILLE, IN 47006				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	43.96	$21.40 [redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted] GRID HEATER RELAY SPECIAL ORDER HERE[redacted]) [redacted] GENERAL INSPECTION[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] 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***	LAKE ELSINORE CHRYSLER [redacted]
Address	31400 AUTO CENTER DRIVE , LAKE ELSINORE, CA 92530		

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A[redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	59.64	$34.30

RO Narratives

(RO) Customer Concern:

(Check Tire Pressure) (Multi-point inspection) FOLLOW INSTRUCTIONS FOR MANUFACTURER RECAL[redacted] PER CUSTOMER REQUEST, [redacted] Ram Heavy Duty Grid Heater Relay

(RO) Cause:

NA

(RO) Correction:

COMMERCIAL TIRES COMPLETED COURTESY MULTIPOINT INSPECTION. SEE ATTACHED COPY OF THE MULTIPOINT INSPECTION FORM. Replace Relay, Intake Air Heater08-13[redacted] [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]	CREW CA	[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]	**Zone**	35
Address	2450 CRAIN HWY , WALDORF, MD 20601				

Condition Information

Condition		Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	1	X	1202.66	$84.88
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		23.59	$84.88
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	4		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] T	1	X	1202.66	[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	4		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted] T	1	X	1202.66	[redacted]
[redacted]	[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] C ; [redacted] 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] T	[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] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] RAM HEAVY DUTY GRID HEATER REL CUSTOMER STATES WHILE SITTING AT A STOP LIGHT, THERE WAS A LOUD POP NOISE. CUSTOMER NOTICED WHILE DRIVING BEFORE THAT THE RPMS WOULD REV HIGHER THAN NORMAL BEFORE SHIFTING AND FELT AS IF IT BANGED INTO GEAR. CUSTOMER WAS TOWING [redacted]. VEHICLE WOULD NOT ACCELERATE BUT ROLL SLOWLY. CUSTOMER STATES WHILE SITTING AT A STOP LIGHT, THERE WAS A LOUD POP NOISE. CUSTOMER NOTICED WHILE DRIVING BEFORE THAT THE RPMS WOULD REV HIGHER THAN NORMAL BEFORE SHIFTING AND FELT AS IF IT BANGED INTO GEAR. CUSTOMER WAS TOWING [redacted]. VEHICLE WOULD NOT ACCELERATE BUT ROLL SLOWLY. CUSTOMER STATES WHILE SITTING AT A STOP LIGHT, THERE WAS A LOUD POP NOISE. CUSTOMER NOTICED WHILE DRIVING BEFORE THAT THE RPMS WOULD REV HIGHER THAN NORMAL BEFORE SHIFTING AND FELT AS IF IT BANGED INTO GEAR. CUSTOMER WAS TOWING [redacted]. VEHICLE WOULD NOT ACCELERATE BUT ROLL SLOWLY. CUSTOMER STATES WHILE SITTING AT A STOP LIGHT, THERE WAS A LOUD POP NOISE. CUSTOMER NOTICED WHILE DRIVING BEFORE THAT THE RPMS WOULD REV HIGHER THAN NORMAL BEFORE SHIFTING AND FELT AS IF IT BANGED INTO GEAR. CUSTOMER WAS TOWING [redacted]. VEHICLE WOULD NOT ACCELERATE BUT ROLL SLOWLY.

(RO) Cause:

[redacted] RECALL DISLODGED K1 SNAP RING ([redacted]) DISLODGED [redacted] SNAP RING ([redacted]) DISLODGED K1 SNAP RING ([redacted]) DISLODGED [redacted] SNAP RING ([redacted])

(RO) Correction:

PARTS WILL HAVE TO BE ORDERED. CUSTOMER ADVISED TO TAKE VEHICLE TO A LOCAL [redacted] DEALERSHIP NEAR THEIR RESIDENCE. PERFORM [redacted]. REMOVE TRANSMISSION. REMOVE PUMP. INSPECT [redacted] SNAP RING (DISLODGED). REPLACE K1 CLUCTH ASSEMBLY. PERFORM [redacted]. REMOVE TRANSMISSION. REMOVE PUMP. INSPECT [redacted] SNAP RING (DISLODGED). REPLACE [redacted] CLUCTH ASSEMBLY. PERFORM [redacted]. REMOVE TRANSMISSION. REMOVE PUMP. INSPECT [redacted] SNAP RING (DISLODGED). REPLACE K1 CLUCTH ASSEMBLY. PERFORM [redacted]. REMOVE TRANSMISSION. REMOVE PUMP. INSPECT [redacted] SNAP RING (DISLODGED). REPLACE K1

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE SITTING AT A LIGHT-THERE WAS LOUD POP

(Claim) Cause:

DISLODGED SNAP RING

(Claim) Correction:

COMPLETE [redacted] TRANS-REMOVE PUMP REPLACE [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***	[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]	[redacted] 66	[redacted]
Address	7726 [redacted] POINT BLVD , WINSTON-SALEM, NC 27106				

Condition Information

C[redacted]	[redacted]	[redacted] Desc	Failure [redacted]	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	62.33	$41.14 [redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Recall Customer Satisfaction Notification 2 ** [redacted] Ram Heavy Duty GridHeater Relay] ESSENTIAL CARE OIL CHANGE, IN EXPRESS LANE DIESEL OIL CHANGE TIRE ROTATION Multi-point inspection (according to maintenance interval)

(RO) Cause:

RECALL OIL CHANGE ROTATE

(RO) Correction:

[redacted] REPLACED INTAKE AIR HEATER RELAY REPLACE RELAY,INTAKE AIR HEATER [redacted] COMPLETE ESSENTIAL CARE OIL CHANGE, IN EXPRESS LANE [redacted] COMPLETE TIRE ROTATION [redacted] COMPLETE Multi-point inspection (according to maintenanceinterval) [redacted] VEHICLE CHECKUP WITH BATTERY TEST

(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] 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]	**Zone**	66 [redacted]
Address	7726 NORTHPOINT BLVD , WINSTON-SALEM, NC 27106				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Recall Customer Satisfaction Notification 2 ** [redacted] Ram Heavy Duty GridHeater Relay] ESSENTIAL CARE OIL CHANGE, IN EXPRESS LANE DIESEL OIL CHANGE TIRE ROTATION Multi-point inspection (according to maintenance interval)

(RO) Cause:

RECALL OIL CHANGE ROTATE

(RO) Correction:

[redacted] REPLACED INTAKE AIR HEATER RELAY REPLACE RELAY,INTAKE AIR HEATER [redacted] COMPLETE ESSENTIAL CARE OIL CHANGE, IN EXPRESS [redacted] COMPLETE TIRE ROTATION [redacted] COMPLETE Multi-point inspection (according to maintenanceinterval) [redacted] VEHICLE CHECKUP WITH BATTERY TEST

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	51	CHICAGO
Address	, ,				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	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]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	State Labor Allowance				BOLT	[redacted]			
B	[redacted]	Hose/Tube/Duct/Connector ; Hose, Turbo to cooler - [redacted] diesel engine	X2	SPLIT, CUT OR TORN	68357482AB	DUCT	1	X	[redacted]	
[redacted]		State Labor Allowance			[redacted]	DUCT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

TOWED IN HARD TO GO INTO FORWARD GEAR TRANS TAKES [redacted] SHIFT INTO [redacted] ACTIVE TESTED ALL CIRCUITS IN DIAG TREE FOR OPEN SHORT POWER, SHORT GROUND AND CONTINUITY. NO ISSSUES FOUND WITH WIRING. [redacted] SAYS TO REPLACE VALVE BODY AND INTERNAL TRANS HARNESS. CONTACTED STAR CENTER AND WAS ADVISED TO REPLACE TRANS ASSEMBLY. REPLACED TRANS ASSY PER STAR CENTER. RAN QUICK LEARN PROCEDURE OK ([redacted]) RECALL [redacted] RECALL [redacted] REPLACED INTAKE GRID HEATER RELAY [redacted]) CAC DUCT CHAFED FOUND AIR INLET HOSE CHAFFED FROM CONTACT WITH WIRE HARNESS REPLACED HOSE/TUBE ASSY AND MOVED HARNESS AWAY FROM TUBE [redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CAC DUCT CHAFFED [redacted] HARD TO GO INTO FORWARD GEAR

(Claim) Cause:

FOUND AIR INLET HOSE CHAFFED FROM CONTACT WITH WIRE HARNESS T[redacted]S TAKES [redacted] SHIFT INTO [redacted] GEAR [redacted] ACTIVE TEST [redacted] IN DIAG. FOR OPEN SHORT POWER,SHORT GROUND CONTINUITY. NO ISSUES FOUND WITH WIRING. [redacted] SAYS TO REPLACE VALVE BODY AND INTERNAL T[redacted]S HARNESS. CONTAC TED STAR CENTE[redacted]D WAS ADVISED TO REPLACE T[redacted]S.

(Claim) Correction:

REPLACED HOSE/TUBE ASSEMBLY AND MOVED HARNESS AWAY FROM TUBE REPLACE T[redacted]S ASSEMBLY PER STAR CENTER, [redacted] QUICK LEARN PROCEDURE. OK.

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

Dealer Information

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

Condition Information

Condition [redacted]		Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]1	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	ML	CHECK ENGINE/SERVICE ENGINE SO						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS THE TRANSMISSION JERKED A LITTLE, THE 4WD SYSTEM UNAVAILABLE LIGHT CAME ON. CUSTOMER STATES THE VEHICLE MOVES BUT NOT VERY FAST.

(Claim) Cause:

VERIFIED CUSTOMERS CONCERN FOR VEHICLE WILL NOT MOVE, RETRIEVED ACTIVE FAULT C ODE [redacted] FOR GEAR 1 SHIFT INCORRECT RATIO. FOUND [redacted] WHICH DESCRI BES CUSTOMERS CONCERN. REMOVED TRANSMISSON PAN, AND FOUND DEBRIS IN FLUID. O PENED [redacted] CASE [redacted] SUPPLIED SCAN REPORT AND PHOTOS OF FLUID AND PAN, DUE TO PARTS AVAILABILITY, [redacted] RECOMMENDED K1 CLUTCH REPAIR PER TSB. PARTS CURRENTLY ON NATIONAL BACK ORDER.

(Claim) Correction:

CUSTOMER DECLINED FURTHER REPAIRS AND WANTS TO TAKE THE VEHICLE BACK TO WHERE HIS HOME IS. ADVISED CUSTOMER NOT TO ATTEMPT TO DRIVE THE VEHICLE DUE TO VEH ICLE WILL NOT SHIFT INTO FORWARD GEARS. CUSTOMER IS TAKING VEHICLE.

Warranty Claim Report

Vehicle Information

VIN	[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***	[redacted]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	DODGE [redacted] RAM	***Zone***	6[redacted]	[redacted]
Address	9640 STATE HWY 121 , [redacted], TX 75035						

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern 1 [CUSTOMER STATES ACCELERATOR PEDAL GOES OUT WHILE DRIVING. WILL NOT ACCELERATE WHEN PRESSING ACCELERATOR. CHECK AND ADVISE] General Concern 2 [CUSTOMER STATES,SOMETIMES VEHICLE WILL NOT GO FORWARD BUT ONLY IN REVERSE. CHECK AND ADVISE] PERFORM MULTI POINT VEHICLE INSPECTION.

(RO) Cause:

VEHICLE INSPECTION

(RO) Correction:

[redacted] WILL NOT PULL IN FORWARD [redacted] SEE LINE B NO WORK COMPLETED AT THISTIME [redacted] Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission, Replace - automatic 4x4/AWD equipped Transmission, Replace - automatic Skid plate equipped Transmission, Replace - automatic [redacted] equipped PERFORM MULTI POINT VEHICLE INSPECTION.

(RO) Technical Notes:

SEE CLAIM NARRATIVE

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN 2 [CUSTOMER STATES, SOMETIMES VEHICLE WILL NOT GO FORWARD BUT ONLY IN REVERSE. CHECK AND ADVISE]

(Claim) Cause:

WILL NOT PULL IN FORWARD GEAR

(Claim) Correction:

VERIFIED AND FOUND TRANS WONT PULL IN FORWARD GEAR. CHECKED HISTORY AND FOUND TSB REPAIR FOR SNAP RING ALREADY PERFORMED. NO CODES PRESENT AND FLUID LEVEL FULL AND CLEAN. DRAINED AND REMOVED TRANSMISSION. TORE DOWN AND FOUND K1 HU B SNAP RING PUSHED OUT AGAIN AND CLUTCHES PUSHING OUTWARD. REMOVED AND REPLA CED TRANS UNIT. PERFORMED QUICK LEARN AND VERIFIED FLUID LEVEL. ROAD TESTED AND VERIFIED.

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	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***	SPARTANBURG CHRYSLER DODGE JEEP INC [redacted]
Address	1035 NORTH CHURCH ST EXT , SPARTANBURG, SC 29303		

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***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:

(Perform DTC Inspection) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

OPEN RECALL

(RO) Correction:

VOID LINE COMPLETED OPEN RECALL

(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] 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	3835 S COLLEGE AVE , FORT COLLINS, CO 80525				

Condition Information

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

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

PER CHRYSLER I FLASHED THE PCM WITH THE TCM. I FLASHED THE PCM FROM THE OLD SO FTWARE LEVEL AG TO THE NEW SOFTWARE LEVEL AI, I FLASHED THE TCM FROM THE OLD SOFTWARE LEVEL AA TO THE NEW SOFTWARE LEVEL AB, I VERIFIED [redacted] UPDATES WER E SUCCESSFUL. I CLEARED DTC'S, I PERFORMED QUICK LEARN. PASSED. RRT COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[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]	**Zone**	[redacted]
Address	3835 S COLLEGE AVE , FORT [redacted] , CO 80525				

Condition Information

Condition Code	LOP	LOP 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]

(Claim) Cause:

[redacted]

(Claim) Correction:

PER CHRYSLER I FLASHED THE PCM WITH THE [redacted]. I FLASHED THE PCM FROM THE OLD SO [redacted] TO THE NEW SOFTWARE LEVEL AI, I FLASHED THE [redacted] FROM THE OLD SOFTWARE LEVEL AA TO THE NEW SOFTWARE LEVEL AB, I VERIFIED [redacted] UPDATES WER E SUCCESSFUL. I CLEARED DTC'S, I PERFORMED QUICK LEARN. PASSED. RRT COMPLETE

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]3	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]3	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	SENSOR	1	[redacted]	[redacted]	

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS FUEL FILTERS NEED TO BE REPLACED [redacted]) CHECK [redacted]E LIGHT IS ON CODE [redacted] PARTICULATE FILTER PRESSURE SENSOR FOUND PM SENSOR HOSE CRACKED REPLACED HOSE TEST DROVE CODE CAME BACK REPLACED PM SENSOR NO CODES [redacted]) HAVE HOSE TO PUT ON IN SPO REAR PARTICULATE MATTER SENSOR HOSE LEAKING ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK [redacted] LIGHT IS ON

(Claim) Cause:

[redacted] [redacted] PARTICULATE FILTER PRESSURE SENSOR. FOUND PM SENSOR HOSE CRACKED

(Claim) Correction:

REPLACED HOSE TEST DROVE [redacted] CAME BACK. REPLACED PM SENSOR NO [redacted]S

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	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]
[redacted]	[redacted]		

Condition Information

Condition [redacted]			Failure	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:

Customer Satisfaction Notification [redacted] - Diesel Exhaust Flui d (Recall Customer Satisfaction Notification 2) [redacted] AISIN TRANSMISSION [redacted] ([redacted]) (Multi-point inspection according to maintenance interval) CUSTOMER STATES LEAKING OIL OR TRANS FLUID. CUSTOMER STATES THE STEERING WHEEL GRINDS ALL THE TIME. CUSTOMER STATES [redacted] THE TRUCK SHAKES! HAVE WE MENTIONED OURMORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted]0% OFF YOUR [redacted] USE (UP TO MAX OF [redacted]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

(RO) Cause:

RECALL [redacted] [redacted] [redacted] 0.2 [redacted] 1.2 TOTAL [redacted] INSPECTED VEHICLE AND NO LEAKS OF ANY KIND WAS FOUND, UNABLE TO DUPLICATE CUSTOMERS COMPLAINT AT THIS TIME TIRE VIBRATION

(RO) Correction:

INSPECTED AND REPROGRAMMED THE DOSING CONTROL UNIT WITH THE LATEST SOFTWARE FROM [redacted] TO [redacted] AS PER RECALL [redacted] REMOVED [redacted] DRIVESHAFT AND [redacted] DRIVE TRANSFER CASE FOE ACCESS AND REMOVED TRANSMISSION AND REPLACED SNAP RING AS PER RSU REINSTALLED TRANSMISSION WITH NEW SEALS, GASKET AND HARDWARE AS NECESSARY AND REINSTALLED [redacted] DRIVE TRANSFER CASE AND [redacted] REAR DRIVESHAFT. FILLED WITH FLUID AND TEST DROVE. COMPLETED MULTI POINT INSPECTION. TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL) NO PROBLEM FOUND AT THIS TIME FOUND SOFTWARE UPDATE FOR TRANSMISSION CONTROL MODULE REPROGRAMMED THE TCM FROM [redacted] TO [redacted] AS PER BULLETIN [redacted] BALANCED ALL [redacted], WITH [redacted] TEST DROVE AND VERIFIED REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES 65 [redacted] THE TRUCK SHAKES! [redacted] AISIN TRANSMISSION [redacted] INOP (RSU 1)

(Claim) Cause:

[redacted] TOTAL [redacted] VIBRATION

(Claim) Correction:

BALANCED ALL 6 TIRES, WITH [redacted] TEST DROVE AND VERIFIED REPAIRS REMOVED [redacted] DRIVESHAFT AND [redacted] TRANSFER CASE FOE ACCESS AND REM OVED TRANSMISSION AND REPLACED SNAP RING AS PER RSU REINSTALLED TRANSMISSION WITH NEW SEALS, GASKET AND HARDWARE AS NECESSARY AND REINSTALLED [redacted] DRI VE TRANSFER CASE AN[redacted] REAR DRIVESHAFT. FILLED WITH FLUID AND TEST DROV E.

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	7[redacted]
Address	8528 LOMAS BLVD NE , ALBUQUERQUE, NM 87110				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X [redacted]	55.67	$27.93 [redacted]

RO Narratives

(RO) Customer Concern:

GENERAL INSPECTION RECALL CAMPAIG[redacted] RAM HEAVY DUTY GRID HEATER RELAY CUSTOMER STATES CHECK ENGINE LIGHT IS ON TRANSMISSION FAILURE HEARD CLINKING VEHICLE WILL NOT MOVE FOWARD ALRO

(RO) Cause:

Recall [redacted] TSB [redacted] Snap ring failure

(RO) Correction:

GENERAL INSPECTION [redacted] Recall [redacted] Performed recall [redacted] replaced the intake air grid heater. [redacted] Lop [redacted] 82xxxxxxxx0.20xxxxxxxx [redacted] RECALL [redacted] Snap ring failureVehicle was towed in. It would not move infirst through [redacted]. Scanned vehicleand found [redacted] [redacted] incorrect [redacted] ratio infirst [redacted] was active. As per thediagnostics, performed TSB [redacted] Removed the transmission and replaced the [redacted] assembly. The [redacted] clutch assembly snapring had become dislodged. After performingthe TSB, reinstalled transmission, filledwith ASRC transmission fluid to correct leveland performed transmission quicklearnroutine. After repairs road tested vehicleand transmission is shifting as per design.[redacted] [redacted] TSB R&I AS68RC/AS69RC [redacted] R&I AS68RC/AS69RC SKID EQUIPPED TRANSMISSION-DEF EQUIPPED ALRO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CONTINUATION OF ORIGINAL [redacted], ADDITIONAL LABOR OPS WERE REQUIRED TO C OMPLETE REPAIR.

(Claim) Cause:

CONTINUATION OF ORIGINAL [redacted], ADDITIONAL LABOR OPS WERE REQUIRED TO C OMPLETE REPAIR.

(Claim) Correction:

CONTINUATION OF ORIGINAL [redacted], ADDITIONAL LABOR OPS WERE REQUIRED TO C OMPLETE 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]
Address	,		

Condition Information

Condition			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		167.28	$[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[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]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		167.28	$[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	[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]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		120.05	$32.60
[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]			[redacted]	COOLER	1		273.65	$32.60

		propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		167.28	$97.79
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7468.07	$97.79
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		273.65	$97.79
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]	FLUID AFT	8		[redacted]	[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]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	8		[redacted]	
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]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		273.65	$293.38
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]	TOC ASSY	1		167.28	$65.20
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]	FLUID AFT	8		[redacted]	
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used			[redacted]	TRANSMISS	1	X	[redacted]	

		whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair								
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		273.65	$65.20
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	8		[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]

RO Narratives

(RO) Customer Concern:

MULTI-POINT VEHICLE INSPECTION INDICATOR / WARNING LIGHT CONCERN TRANSMISSION

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF A MALFUNCTION

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - TRANSMISSION-REPLA; [redacted] - TRANSMISSION-REPLACE[redacted] - TRANS; [redacted] - OIL COOLER; [redacted] - AC; EVAC & RECHARGE; [redacted] - DIPAP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] INDICATOR / WARNING LIGHT CONCERN IN DICATOR/WARNING LIGHTS CONCERN [CUS TOMER STATES VEHICLE HAS MIL. CHECK AND ADVISE .]

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF A MALFUNCTION INDICATOR LAMP. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND STORED [redacted] WHICH IS R ELATED TO GEAR 2 SHIFT INCORRECT RATIO. ROAD TESTED THE VEHICLE [redacted] WITH IN MILEAGE [redacted] AND AFTER ROAD TEST [redacted] AND REVERIFI ED THE CUSTOMER'S CONCERN OF TRANSMISSION SLIPS IN [redacted], DTC RESETS ACTI VE. CHECKED (CONT'D IN CORRECTION...)

(Claim) Correction:

TRANSMISSION FLUID LEVEL AND CONDITION TO FIND THE TRANSMISSION FLUID LEVEL IS FULL AND CLEAN. LOAD TESTED ALL WIRING FOR LINEAR SOLENOIDS [redacted] AND 7 FROM TCM TO TRANS CONNECTOR, ALL PASS LOAD TEST. REMOVED THE TRANSMISSION DRAIN P LUG FOR INSPECTION TO FIND LARGE AMOUNTS OF METAL ON THE MAGNET. FOUND THE A UTOMATIC TRANSMISSION ASSEMBLY HAS LARGE AMOUNTS OF METAL IN THE PAN. REMOVE D THE DRIVELINES, DEF TANK AND TRANSFER CASE TO GAIN ACCESS TO THE AUTOMATIC TRANSMISSION ASSEMBLY. ACCESSED, REMOVED AND REPLACED THE AUTOMATIC TRANSMI SSION ASSEMBLY WITH ALL OTHER RELATED SEALS GASKETS AND NON-REUSABLE HARDWAR E THEN REPLACED THE TRANSMISSION OIL COOLER AND REINSTALLED ALL [redacted] R EMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. ACCESSED & REPLACED THE CO OLER BYPASS VALVE. PERFORMED A SHIFT RELEARN. SET AND CORRECT FLUID LEVEL. R OAD TESTED [redacted] VERIFIED REPAIRS, IN [redacted], OUT [redacted]. SET TH E TRANSMISSION (CONT'D...)

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	***Name***	[redacted]	[redacted]
Address	660 AUTO BLVD , BURLINGTON, WA 98233		

Condition Information

C[redacted]	[redacted]	***Desc***	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A[redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	55.97	$37.80

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(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 Code**	[redacted]

Claim 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**	LARRY H MILLER CHRYSLER JEEP	**Zone**	[redacted]
Address	8528 LOMAS BLVD NE , ALBUQUERQUE, NM 87110				

Condition Information

Condition	[redacted]		Failure	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	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]	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]	GREASE	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	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CHECK ENG LT ON TRANS FAILURE HEARD CLINKING WILL NOT MOVE, VEHICLE TOWED IN

(Claim) Cause:

VERIFIED CONCERN [redacted] NOT WORKING INCORRECT GEAR RATIO [redacted].

(Claim) Correction:

PERFORMED TSB [redacted] REMOVE TRANS AND REPLACED CLUTCH KIT. FILLED WITH TRAN S FLUID REAN QUICK RELEARN AND VERIFIED OPERATIONS ARE NORMAL 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]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	70 [redacted]
Address	8528 LOMAS BLVD NE , ALBUQUERQUE, NM 87110				

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only								[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped								
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped								[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE [redacted]						

RO Narratives

(RO) Customer Concern:

GENERAL INSPECTION RECALL CAMPAIG[redacted] RAM HEAVY DUTY GRID HEATER RELAY CUSTOMER STATES CHECK ENGINE LIGHT IS ON TRANSMISSION FAILURE HEARD CLINKING VEHICLE WILL NOT MOVE FOWARD ALRO

(RO) Cause:

Recall [redacted] TSB [redacted] Snap ring failure

(RO) Correction:

GENERAL INSPECTION [redacted] Recall [redacted] Performed recall [redacted] replaced the intake air grid heater. [redacted] Lop [redacted] 82xxxxxxxx0.20xxxxxxxx [redacted] RECALL [redacted] TSB [redacted] Snap ring failureVehicle was towed in. It would not move infirst through [redacted]. Scanned vehicleand found [redacted] [redacted] 1 incorrect [redacted] ratio infirst [redacted] was active. As per thediagnostics, performed TSB [redacted] Removed the transmission and replaced the [redacted] assembly. The [redacted] clutch assembly snapring had become dislodged. After performingthe TSB, reinstalled transmission, filledwith ASRC transmission fluid to correct leveland performed transmission quicklearnroutine. After repairs road tested vehicleand transmission is shifting as per design. [redacted] TSB R&I [redacted] [redacted] R&I [redacted] SKID EQUIPPED TRANSMISSION-DEF EQUIPPED ALRO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CONTINUATION OF ORIGINAL [redacted], ADDITIONAL LABOR OPS WERE REQUIRED TO C OMPLETE REPAIR.

(Claim) Cause:

CONTINUATION OF ORIGINAL [redacted], ADDITIONAL LABOR OPS WERE REQUIRED TO C OMPLETE REPAIR.

(Claim) Correction:

CONTINUATION OF ORIGINAL [redacted], ADDITIONAL LABOR OPS WERE REQUIRED TO C OMPLETE REPAIR.

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	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	3835 S COLLEGE AVE , FORT COLLINS, CO 80525

Condition Information

Condition [redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	[redacted] ***Expense***
[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]	Owner reimbursement ; [redacted] Plan Reimbursement								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim 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	3835 S COLLEGE AVE , FORT COLLINS, CO 80525				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram ([redacted] Transmission)	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:

PERFORM [redacted]

(Claim) Cause:

OPEN RRT

(Claim) Correction:

PER CHRYSLER FLASHED PCM WITH THE TCM. FLASHED THE PCM FROM THE OLD SOFTWARE L [redacted] TO THE NEW SOFTWARE LEVEL AI. VERIFIED UPDATE SUCCESSFUL. CLEARED CO DES. PERFORMED QUICKLEARN

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]
Address	, ,		

Condition Information

Condition		Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1333.09	$100.42
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		61.21	$100.42
[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		77.19	$100.42
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[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]	GREASE	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	4		[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/AS69RC ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1333.09	$33.47
[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]	BOLT	6		[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 ; Two piece propeller shaft equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BOLT	[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]	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]	[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]	BOLT	[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	[redacted]			[redacted]
A	95400141	Loaner Car ; Standard Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	GREASE	1		61.21	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	[redacted]			26.15	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	FLUID AFT	5		77.19	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	4		30.15	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND THE TRANS WILL NOT SHIFT RSU [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP ([redacted]) PERFORM MULTI POINT INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOU [redacted] USE (UP TO A MAX OF [redacted]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

(RO) Cause:

[redacted] 1 RATIO ERROR-ACTIVE K1 SNAP RING DISLODGED

(RO) Correction:

PERFORM RRT K1 Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly [redacted] PROPELLER SHAFT EQUIPPED [redacted] EQUIPPED [redacted] EQUIPPED [redacted] EQUIPPED COMPLETED MULTI POINT INSPECTION N

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RSU [redacted] DDDPD2 AISIN TRANSMISSION [redacted] RS 1-4 INOP

(Claim) Cause:

K1 SNAP RING DISLODGED

(Claim) Correction:

K1 CLUTCH / INPUT SHAFTASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBL[redacted] PROPELLER SHAFT EQUIPPED [redacted] EQUIPPED [redacted] EQUIPPED [redacted] EQUIPPED

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

Dealer Information

[redacted]	**Name**	BUTLER CHRYSLER DODGE JEEP, INC.	**Zone** [redacted]
Address	1555 SALEM RD , BEAUFORT, SC 29902		

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]	FLUID AFT	2		125.27	$82.48
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	$82.48
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		125.27	[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] C ; [redacted] equipped			[redacted]	[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]	[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	2		125.27	$41.24
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	[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]	CLUTCHKIT	1	X	[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 ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	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 ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[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 ; [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	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	2		[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]	BOLT	6		26.18	[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]	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	[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]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	2		[redacted]	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		26.18	$0.00

[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	[redacted]		
[redacted]	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	1334.49
[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	[redacted]		
[redacted]	[redacted] High Line			[redacted]	FLUID AFT	2		125.27
[redacted]	[redacted] High Line			[redacted]	FLUID AFT	4		61.82
[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	[redacted]		
[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	[redacted]		
[redacted]	[redacted] High Line			[redacted]	CLUTCHKIT	1	X	1334.49
[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	[redacted]		

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay ** Traveler] Multi-point inspection (according to maintenance interval) Automatic Transmission Concern [Customer states was driving and went to turn then would no longer go forward, advise] CUSTOMER REQUESTS AN ENGINE OIL ANDFILTER CHANGE. CHECK AND ADJUST FLUID LEVELS. CHECK AND ADJUST TIREPRESSURE.

(RO) Cause:

F SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE

(RO) Correction:

Recall / Customer Satisfaction Notification1 [Safety Recall [redacted]- Intake Air Grid Heater Relay ** Traveler] PERFORM OPEN RECALL Multi-point inspection (according to maintenanceinterval) CUSTOMER REQUESTS A FRE[redacted]INSPECTION [redacted] Gear 1 Shift IncorrectRatio- Active ABS [redacted] Implausible DataReceived From [redacted]- Active D[redacted] Data Received From [redacted] Media Port 1 Connection-Stored RADIO [redacted] Lost Crankshaft PulseSignal-Automatic Transmission Concern [Customer states was driving and went to turn then would no longergo forward, advise] [redacted] 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 SUBLET REPAIRS CUSTOMER REQUESTS AN ENGINE OIL AND FILTER CHANGE. CHECK AND ADJUST FLUID LEVELS. CHECK AND ADJUST TIRE PRESSURE. [redacted] DISCOUNT CUSTOMER REQUESTS AN ENGINE OIL AND FILTER CHANGE.CHECK AND ADJUST FLUID LEVELS. CHECK AND ADJUST TIRE PRESSURE. MISC. SHOP CHARGES

(RO) Technical Notes:

BACKORDER PARTS

GCS Narratives

(Claim) Customer Concern:

CUST STATES WAS DRIVING AND WENT TO TURN THEN WOULD NO LONGER GO FORWARD

(Claim) Cause:

[redacted] GEAR [redacted] INCORRECT RATIO- ACTIVE ABS [redacted] IMPLAUSIBLE DA TA RECEIVED FROM [redacted]- ACTIVE D[redacted] IMPLAUSIBLE DATA RECEIVED FROM [redacted] AC TIVE RADIO [redacted] MEDIA PORT 1 CONNECTION- STORED RADIO [redacted] LOST [redacted] PULSE SIGNAL FOUND TSB [redacted] FOR SAME CONCERN

(Claim) Correction:

COMPLETED TSB

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] 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]	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted] DODGE JEEP [redacted]	***Zone***	[redacted]
Address	830 PLAIN ST , MARSHFIELD, MA 02050				

Condition Information

Condition [redacted]	[redacted]	***Desc*** [redacted]	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Safety Recall 13A - [redacted] Air Grid Heater Relay		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

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [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	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]
Address	[redacted]		

Condition Information

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[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	[redacted]	$[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] AISIN TRANSMISSION [redacted] INOP ([redacted] 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 10) Customer States THE CHECK ENGINE LIGHT IS ON AND TRANS WONT SHIFT (Check Engine Light) Customer States UCONNECT ERROR (General Concern 1)

(RO) Cause:

.K1 CLUTCH CAME [redacted] CUST CONCERN .

(RO) Correction:

.K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly 62Two Piece [redacted] Shaft Equipped [redacted] DEF TANK [redacted] - [redacted] FC CC Replace Relay, Intake Air Heater TRANS ISSUE IS FOR LINE 1 . CEL ON FOR [redacted] FOUND [redacted] TO REPLACE DEF PUMP AND VENT .Urea Delivery Module/ Grade Vent Valve - Replace / DCU - Reprogram [redacted] to current part number [redacted] . [redacted] [redacted] FC CC COVERED UNDE [redacted] DIESEL EMISSION WARRANTY NO CONDITION ON U-CONNECT ISSUE . NO FAULT CODES PRESENT . ON START UP MESSAGE FOR RAM BOX CAME ON . SAYS THE CUSTOMER MUST PAY FOR THROUGH RAM . NUMBER IS ON THE SCREEN .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON AND WONT SHIFT OPEN [redacted]

(Claim) Cause:

CLUTCH CAME APART [redacted] [redacted] [redacted] FROM [redacted]

(Claim) Correction:
REPLACE REPLACE MODULE AND VENT VALVE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 [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	3517 NE AUTO MALL DR , VANCOUVER, WA 98662

Condition Information

Condition [redacted]	Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	BOLT	4		[redacted]	
Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		94.18	$110.08
Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1626.54	$110.08
Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	SEAL RING	[redacted]			
Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		10.75	$110.08
Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		[redacted]	
[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]	BOLT	[redacted]			
[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]	FLUID AFT	5		94.18	$220.15
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1626.54	$220.15
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SEAL RING	[redacted]			
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	WASHER	1		10.75	$220.15

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 ; [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]	BOLT	4		[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] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[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]	WASHER	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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		31.91	[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		36.79	[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]	BOLT	4		36.79	[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	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]	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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	GREASE	1		74.68	[redacted]

		[redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

PERFORM MUTI-POINT INSPECTION Oil and Filter - Lube CUSTOMER STATES REPLACE FUEL FILTERS. Moved to: [redacted]: A CUSTOMER STATES WHILE DRIVING, THE VEHICLE POPPED OUT OF GEAR. THE CELCAME ON. [redacted] LIGHT ALSO CAME ON. VEHICLE ONLY DRIVES IN REVERSE AT THIS TIME. Moved to: [redacted]: B Moved to: [redacted]: C

(RO) Cause:

VEHICLE INSPECTION FOUND THE PRIMARY ANDSECONDARY DIESEL FUEL FILTER IS IN NEEDOF SERVICE. THE PRIMARY AND SECONDARY DIESEL FUEL FILTER ISBEING REPLACED AS PER CUSTOMER REQUEST. [redacted] Gear 1 Shift Incorrect Ratio, [redacted] Shift Incorrect Ratio. [redacted] A applies.Ordered parts as directed by TSB

(RO) Correction:

PERFORM MUTI-POINT INSPECTION PERFORM MULTI POINT INSPECTION CHANGED THE ENGINE OIL AND OIL FILTER,CHECKED AND VERIFIED THE CORRECT OIL LEVELAFTER ENGINE START UP AND SHUT DOWN, THENCHECKED AND TOPPED OFF UNDER HOOD FLUIDLEVELS. RESET MAINTENANCE INDICATOR. Oil and Filter - Lube REPLACE ENGINE OIL AND FILTER ACCESSED, REMOVED AND REPLACED THEPRIMARY AND SECONDARY DIESEL FUEL FILTER WITHALL OTHER RELATED NEW SEALS GASKETS AND/ORNON-REUSABLE HARDWARE AND REINSTALLED ALLCOMPONENTS REMOVED FOR REPAIRS IN THE REVERSEORDER OF REMOVAL. ACCESSED AND TIGHTENED THEPRIMARY AND SECONDARY DIESEL FUEL FILTER.RESET THE FUEL FILTER MAINTENANCE LIGHT.PRIMED THE FILTERS PRIOR TO INTIAL START. CUSTOMER STATES Moved to: [redacted]: A SPLIT RO - DO NOT USE Per TSB, Removed Transmission andReplaced K1 Clutch Input Shaft Sub Assembly.DEF, [redacted], and [redacted] propshaft equipped.Refilled Trans, Quicklearned and Road Tested.Trans now engages and shifts properly. [redacted]now operates properly. CUSTOMER STATES WHILE DRIVING, THE VEHICLE POPPED OUT OF GEAR. THE CEL CAME ON. [redacted] LIGHT ALSO CAME ON. VEHICLE ONLY DRIVES IN REVERSE ATTHIS TIME. CUSTOMER STATES CUSTOMER STATES CUSTOMER STATES CUSTOMER STATES CUSTOMER STATES CHANGED THE ENGINE OIL AND OIL FILTER,CHECKED AND VERIFIED THE CORRECT OIL LEVELAFTER ENGINE START UP AND SHUT DOWN, THENCHECKED AND TOPPED OFF UNDER HOOD FLUIDLEVELS. RESET MAINTENANCE INDICATOR. Moved to: [redacted]: B SPLIT RO - DO NOT USE ACCESSED, REMOVED AND REPLACED THEPRIMARY AND SECONDARY DIESEL FUEL FILTER WITHALL OTHER RELATED NEW SEALS GASKETS AND/ORNON-REUSABLE HARDWARE AND REINSTALLED ALLCOMPONENTS REMOVED FOR REPAIRS IN THE REVERSEORDER OF REMOVAL. ACCESSED AND TIGHTENED THEPRIMARY AND SECONDARY DIESEL FUEL FILTER.RESET THE FUEL FILTER MAINTENANCE LIGHT.PRIMED THE FILTERS PRIOR TO INTIAL START. Moved to: [redacted]: C SPLIT RO - DO NOT USE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING, THE VEHICLE POPPED OUT OF GEAR. THE CEL CAME ON . [redacted] LIGHT ALSO CAME ON. VEHICLE ONLY DRIVES IN REVERSE AT THIS TIME.

(Claim) Cause:

[redacted] GEAR 1 SHIFT INCORRECT RATIO, [redacted] GEAR [redacted] INCORRECT RATIO. [redacted] A APPLIES. ORDERED PARTS AS DIRECTED BY TSB

(Claim) Correction:

PER TSB, REMOVED [redacted] MISSION AND REPLACED [redacted] CLUTCH INPUT SHAFT SUB ASSEMBLY. DEF, [redacted], AND [redacted] PROP SHAFT EQUIPPED. REFILLED [redacted], QUICK LEARNED AN D ROAD TESTED. [redacted] NOW ENGAGES AND SHIFTS PROPERLY. [redacted] NOW OPERATES PROPE RLY.

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**	$2,356.36	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Failed	[redacted] Expense	Expense
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		54.77	$66.53
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1192.97	$66.53
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		13.82	$66.53
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		124.34	$66.53
[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]	[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		54.77	$133.07
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	1192.97	$133.07
A	21000A60	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	1		13.82	$133.07
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		124.34	$133.07
[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]	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]	GREASE	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 ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
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 ; [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]	BOLT	4		26.98	$510.09
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		54.77	$510.09
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	1192.97	$510.09
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		13.82	$510.09
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]	
B	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION	[redacted]	MODULE	1	X	[redacted]	[redacted]
B	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION	[redacted]	VALVE	1		[redacted]	[redacted]
B	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION	[redacted]	FLUID	2		[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] AISIN TRANSMISSION [redacted] ([redacted]) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Customer Satisfaction Notification 10) Customer States THE CHECK ENGINE LIGHT IS ON AND TRANS WONT SHIFT (Check Engine Light) Customer States UCONNECT ERROR (General Concern 1)

(RO) Cause:

.K1 CLUTCH CAM[redacted] CUST CONCERN .

(RO) Correction:

.K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly [redacted] Shaft Equipped 4X4 DEF TANK [redacted] [redacted] [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM 3500 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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	877 SOUTH HIGHWAY 35 BYPASS , ARANSAS PASS, TX 78336		

Condition Information

Condition	[redacted]		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Rod, valve push ; [redacted] liter diesel engine-one			[redacted]	INJECTOR	1	X	[redacted]	
A	[redacted]	Rod, valve push ; [redacted] liter diesel engine-one			[redacted]	CONNECTOR	[redacted]			
A	[redacted]	Rod, valve push ; [redacted] liter diesel engine-one			[redacted]	TUBE	1		83.12	$229.22
A	[redacted]	Rod, valve push ; [redacted] liter diesel engine-one			[redacted]	[redacted]			[redacted]	
A	[redacted]	Rod, valve push ; [redacted] liter diesel engine-one			[redacted]	[redacted]				
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	INJECTOR	1	X	[redacted]	
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	CONNECTOR	[redacted]			[redacted]
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	TUBE	1		83.12	[redacted]
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	PUSHROD	1		[redacted]	
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	[redacted]				[redacted]
A	[redacted]	In[redacted] Fuel ; Cy[redacted] 4 - [redacted]7 liter	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	INJECTOR	1	X	[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 4 - [redacted]7 liter	ML	CHECK [redacted] SERVICE [redacted] SO	6[redacted]	CONNECTOR	1		203.75	[redacted]
A	[redacted]	Injector, [redacted] Cylinder	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TUBE	1		83.12	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter	ML	CHECK [redacted] SERVICE [redacted] SO	6[redacted]	PUSHROD	1		67.98	[redacted]
A	[redacted]4	Injector, Fuel ; Cylinder 4 - [redacted]	ML	CHECK [redacted] SERVICE	[redacted]	[redacted]				[redacted]

				[redacted] SO						
B	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	$98.24
B	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	COOLER	1		266.86	$98.24
B	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	FLUID AFT	3		45.98	$98.24
B	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	PAN	1		198.34	$98.24
B	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	FILTER	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	COOLER	1		266.86	[redacted]
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	9		[redacted]	[redacted]
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	3		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	PAN	1		198.34	[redacted]
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FILTER	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	$98.24
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		266.86	$98.24
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	9		137.94	$98.24
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	PAN	1		198.34	$98.24
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ;			[redacted]	FILTER	1		[redacted]	

		4x4/AWD equipped								
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				TRANSMISS	1	X	[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				BOLT	6		[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				COOLER	1		[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				FLUID AFT	9		[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				FLUID AFT	3		[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				[redacted]	1		198.34	[redacted]
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				GASKET	1		53.91	[redacted]
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				FILTER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM RECALL AS PER MANUFACTURER NOTIFICATION GENERAL / OTHER CONCERN GENERAL / OTHER CONCERN MOPAR COMPREHENSIVE MULTI-POINT INSPECTION AN IN

(RO) Cause:

VERIFIED HARSH ENGAGEMENT,FOUND [redacted] GEAR 1

(RO) Correction:

[redacted]; [redacted]; [redacted] Equipped; [redacted]; [redacted]; [redacted]; [redacted] Equipped

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON CUSTOMER STATES WHEN PUTTING INTO GEAR IT HAS A HARSH ENGAGEMENT

(Claim) Cause:

NONE FOUND,CHECK FOR INTERNAL FUEL INJECTOR DAMAGE SWAPPED THE FUEL INJECTOR A VERIFIED HARSH ENGAGEMENT,FOUND [redacted] GEAR 1 INCORRECT RATIO,STARTED STAR CASE [redacted] AND WAS TOLD TO AIR CHECK THE CLUTCHS,THE K1 AND THE K2 CLU ND TUBE WITH A [redacted] R THAT IS NOT MISFIRING,THE MISS MOVED TO #3 [redacted] . TCHS FAILED THE AIR TEST,STAR TOLD ME TO DISASSEMBLE THE TRANS AND CHECK IT, FOUND THE [redacted] CLUTCH SNAP RING HAS COME OUT,AND THE K2 CLUTCH SEAL WAS TORN,N EEDS TRANS CANNOT GET PARTS FOR THE K2 CLUTCH.

(Claim) Correction:

TEST AND REPLACED THE #4 INJECTOR AND FUEL TUBE,ALSO FOUND THE #4 [redacted] INT AKE [redacted] CRACKED,REPLACED THE #4 [redacted] [redacted] ARMS AND 1 PUSH ROD,CLEAR ED CODES,TEST DROVE AND VERIFIED REPAIR. THE TRANS COME IN DAMAGED,THE [redacted] WAS BENT AND THE FILTER WAS CRACKED,REPLACED THE TRANS [redacted]

AND FILTER,INSTALLED THE TRANS AND FILLED WITH FLUID,REPLACED THE TRANS COOLER,CLEARED CODES AND PERFORMED A QUICK LEARN,TEST DROVE TO VE RIFY REPAIR. REASSEMBLED THE OLD TRANS AN[redacted] BOX.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
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***	CSC - CUST/IND CLAIM	***Zone***	[redacted] NON-VEHICLE/NON-FRAN
Address	PO BOX 2700 , TROY, MI 48007				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION			[redacted]
A	[redacted]	Trip Interruption Allowance ; Trip Interruption Allowance					[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND THE TRANS WILL NOT SHIFT [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP ([redacted]) PERFORM MULTI POINT INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOU [redacted] USE (UP TO A MAX OF [redacted]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

(RO) Cause:

[redacted] 1 RATIO ERROR-ACTIVE [redacted] SNAP RING DISLODGED

(RO) Correction:

PERFORM RRT K1 Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly [redacted] SHAFT EQUIPPED [redacted] SKID PLATE EQUIPPED [redacted] DEF EQUIPPED [redacted] EQUIPPED COMPLETED MULTI POINT INSPECTION N

(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***	D28P92 - RAM 3500 [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*** [redacted]
Address	312 EAST WALTON , WILLARD, OH 44890		

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part 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]			[redacted]	
A	[redacted]2	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]2	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]	
[redacted]6		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]6		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

TRANSMISSION SLIPS, JERKS, FLUTTERS, MORE SO UNDER HEAVIER LOAD, INTERNAL TRANSMISSION PROBLEM REPLACED TRANSMISSION[redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

replaced rebuilt transmission for internal failure

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION SLIPS, JERKS, FLUTTERS, MORE SO UNDER HEAVIER LOAD,

(Claim) Cause:

INTERNAL TRANSMISSION PROBLEM

(Claim) Correction:

REPLACED TRANSMISSION

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L66 - RAM 5500 REG CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] JEEP OF [redacted]	**Zone**	3[redacted]
Address	6[redacted] COMMERCE ST , [redacted], VA 22150				

Condition Information

Condition Code	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A[redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA[redacted]	RELAY	1	X	61.96	$33.26[redacted]

RO Narratives

(RO) Customer Concern:

SAFETY RECALL [redacted] INTAKE AIR HEATER RELAY

(RO) Cause:

NA

(RO) Correction:

TECHNICIAN REPLACED INTAKE AIR HEATER RELAY. VERIFIED REPAIR SAFETY RECALL [redacted] COMPLETED AND ALL IS GOOD TO GO.

(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**	D28L92 - RAM 3500 [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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Cap, wheel center ; One or all each wheel	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CAP	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

CAP FELL OFF

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT CENTER CAP CAME OFF WHILE DRI[redacted]G DOWN THE ROAD

(Claim) Cause:

CENTER CAP CAME OFF WHILE DRI[redacted]G DOWN THE ROAD

(Claim) Correction:

REPLACED MISSING RIGHT REAR CENTER CAP

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	7[redacted]
Address	4121 CLEVELAND BLVD , CALDWELL, ID 83605				

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:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] Replace Relay, Intake Air Heater08-13[redacted] RECALL

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	HOBLIT CHRYSLER JEEP DODGE, INC.	***Zone***	[redacted]
Address	801 MAIN STREET , WOODLAND, CA 95695				

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	[redacted] ***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:

MULTI-POINT INSPECTION GENERAL CONCERN 3 PERFORM RECALL GENERAL CONCERN 1 VEH. TOWED IN CUSTOMER STATES

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted] AISIN TRANSMISSION [redacted] S 1-4

(Claim) Cause:

FOUND TRUCK TO HAVE NO FORWARD [redacted], AND AN OPEN [redacted] FOR THIS CONDITION. [redacted]) [redacted] STATES THAT A SNAP RING WILL FALL OUT OF PLACE AND CAUSE A CONDT ION THAT RESULTS IN NO FORWARD [redacted], ONLY REVERSE [redacted]. FOLLOWED PRECEDURE S IN [redacted] AND ORDERED RQUIRED PARTS AND PULLED TRUCK IN

(Claim) Correction:

[redacted] STARTED WITH THE REMOVAL OF THE DRIVESHAFTREAR WITH [redacted] REAR, THEN CONTINUED WITH THE CROSSMEMBER. NEXT REMOVED THE [redacted] CONVERTER BOLTS AND T HEN THE TRANSMISSION ONCE TRANS WAS OUT

DISSAMBLED AND INSTALLED NEW UPDATED PARTS FOLLOWING RRT GUIDELINES AND THEN REASSEMBLED IN REVERSE ORDER. ADDED FLUID AND ROAD TESTED FOR FINAL OPERATION AND IS OK AT THIS TIME. LABOR OP CODES [redacted], [redacted] [redacted] NOTE-ADD TIME FOR RESINTALLING DRI VESHAFT IN PARKING LOT, TOW TRUCK LEFT IT OUT

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 [redacted] JEEP DODGE, INC.	**Zone**	[redacted]	LOS ANGELES	
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]	
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	3		[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]	
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]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION GENERAL CONCERN 3 PERFORM RECALL GENERAL CONCERN 1 VEH. TOWED IN CUSTOMER STATES

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
PERFORM [redacted] AISIN TRANSMISSION [redacted]

(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], ONLY REVERSE [redacted]. FOLLOWED PRECEDURE S IN TSB AND ORDERED RQUIRED PARTS AND PULLED TRUCK IN

(Claim) Correction:
[redacted] STARTED WITH THE REMOVAL OF THE DRIVESHAFTREAR WITH [redacted] REAR, THEN CONTINUED WITH THE CROSSMEMBER. NEXT REMOVED THE [redacted] CONVERTER BOLTS AND T HEN THE TRANSMISSION ONCE TRANS WAS OUT DISSAMBLED AND INSTALLED NEW UPDATED PARTS FOLLOWING RRT GUIDELINES AND THEN REASSEMBLED IN REVERSE ORDER. ADDED FLUID AND ROAD TESTED FOR FINAL OPERATION AND IS OK AT THIS TIME. LABOR OP CODES [redacted], [redacted] [redacted] NOTE-ADD TIME FOR RESINTALLING DRI VESHAFT IN PARKING LOT, TOW TRUCK LEFT IT OUT

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] MEGA 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] OF CORPUS CHRISTI	**Zone**	63	[redacted]
Address	4313 S STAPLES ST , CORPUS CHRISTI, TX 78411					

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure [redacted]	Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Spring, rear coil or leaf ; Spring, rear auxiliary - Right			[redacted]	SPRING	2	X	[redacted]	[redacted]
A	[redacted]	Spring, rear coil or leaf ; Spring, rear auxiliary - Left	6X	WEAK	[redacted]	SPRING	2	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. CUSTOMER STATES WHEN GOING OVER BUMPS HEARS A RATTLE SUSPENSION NOISE FROM THE REAR CUSTOMER STATES SERVICE AIR RIDE SUSPENSION LIGHT CAME ON AUTO.LIVE REPAIR ORDER

(RO) Cause:

NA

(RO) Correction:

PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. [redacted] TESTED VEHICLE AND VERIFIEDCOMPLIANT THAT WAS NOISE OVER BUMPS,,,, LIFTTRUCK AND INSPECTED FRONT SUSPENSION BALLJOINTS, U JOINT UPPER AND LOWER CONTROL ARMSNO PROBLEMS FOUND LOOKED AT REAR SUSPENSIONTORQUED CONTROL ARM BOLTS AND LEAF SPRINGBOLTS NO PROBLEMS FOUND AT THIS [redacted] ROADTESTED AGAIN NOISE STILL PRESENT JOUNCEDVEHICLE ON THE GROUND AND FOUND BOTH REARLEAF SPRINGS WERE NOISY INSPECTED SHACKLES NOPROBLEMS FOUND REPLACED LEAF SPRINGS DUE TONOISY CONDITION [redacted] REPAIR [redacted] SPECIAL ORDER RIGHT REAR AIR BAG CUSTOMER STATES SERVICE AIR RIDE SUSPENSION LIGHTCAME ON [redacted] REPAIR A LABOR AUTO.LIVE REPAIR ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN GOING OVER BUMPS HEARS A RATTLE SUSPENSION NOISE FROM THE REAR

(Claim) Cause:

[redacted] TESTED VEHICLE AND VERIFIED COMPLIANT THAT WAS NOISE OVER BUMPS,,,, LIFT TRUCK AND INSPECTED FRONT SUSPENSION BALL JOINTS, U JOINT UPPER AND LOWER CO NTROL ARMS NO PROBLEMS FOUND LOOKED AT REAR SUSPENSION TORQUED CONTROL ARM B OLTS AND LEAF SPRING BOLTS NO PROBLEMS FOUND AT THIS POINT [redacted] TESTED AGAIN NOISE STILL PRESENT JOUNCED VEHICLE ON THE GROUND AND FOUND BOTH REAR LEAF SPRINGS WERE NOISY INSPECTED SHACKLES NO PROBLEMS FOUND

(Claim) Correction:

REPLACED LEAF SPRINGS DUE TO NOISY CONDITION

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	, ,		

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]		Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

UPDATED [redacted] SOFTWARE

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION SHIFTS CLUNKY AT [redacted] TO [redacted]

(Claim) Cause:

SCANNED FOR CODES, NONE. NO SOFTWARE UPDATES SHOWN IN TOPOLOGY TEST DROVE VEHI CLE AFTER SITTING OVERNIGHT AND VERIFIED CONCERN, DID FIND [redacted] FOR SHIFT QUALITY CONCERNS. UPDATED [redacted] PERFORMED OVERNIGHT ROAD TEST AND DIDNT EXPERIENCE THE NEXT DAY

(Claim) Correction:

UPDATED SOFTWARE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 [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	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**	[redacted]
Address	15711 GULF FWY , WEBSTER, TX 77598		

Condition Information

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

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS OIL AND FILTER CHANGE PERFORM MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

NA

(RO) Correction:

CHANGE OIL AND FILTER PERFORMED MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUESTS OIL AND FILTER CHANGE

(Claim) Cause:

NA

(Claim) Correction:

CHANGE OIL AND FILTER

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

Dealer Information

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

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Sensor, Exhaust Manifold Pressure ; 6.7 liter diesel engine	ML	CHECK [redacted] SERVICE SO	[redacted]	COVER	1	X	343.08	$[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]	BOLT	8		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	1		406.54	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68637534AA	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	[redacted]			[redacted]	

B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	8		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	[redacted]			
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	8		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition -			[redacted]	SEAL RING	1		[redacted]	

		[redacted]C ; Skid plate equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	BOLT	8		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	FLUID AFT	4		67.43	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	SEAL RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for			[redacted]	CLUTCHKIT	1	X	1455.60	[redacted]