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

		recondition - [redacted]C ; [redacted] [redacted]shaft equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		8		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		67.43	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		14.18	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		40.26	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

		Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

Indicator/Warning Lights - Check engine light on [Customer States they drove the truck down from [redacted] horses for the horse show. When they got into town just beforethey got to the horse show the check engine light came on and the trans had a loud clunk and would not shift out of fifth gear, now the truck is in limp mode and can barely accelerate and a message comes on the cluster stating service 4WD system..] Check and advise Multi-point inspection (according to maintenance interval)

(RO) Cause:

-

(RO) Correction:

[redacted] Foundcheck engine light on and vehicle would notmove. Found [redacted], p0732[redacted] Found Exhaust Manifold Pressure sensorconnector to be snapped off sensor removedand replaced sensor and p0472[redacted] went stored.Found [redacted] Removed transmission forinspection of snap ring found snap ring to bedislodged replaced [redacted] clutch pack inaccordance to [redacted] also found [redacted] clutch huband thrust Bearing to have extensive scoringreplaced hub and Bearing. reinstalledtransmission and filled with fluid. foundvehicle to have a extremely hard shift fromN-1 Removed transmission again and found thetefflon seals on the input shaft to be brokencausing hard shift replaced seals andreinstalled transmission and found vehicle toshift normal. Verified repair [redacted] MANIFOLD PRESSURESENSOR GAS - INV[redacted] MANIFOLD PRESSURESENSOR SUBLET REPAIRS [redacted] Filled def tank Multi-point inspection (according to maintenanceinterval) MULTI POINT VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INDICATOR/WARNING LIGHTS - CHECK ENGINE LIGHT ON [CUSTOMER STATES THEY DROVE T HE TRUCK DOWN FROM [redacted] HAULING HORSES FOR THE HORSE SHOW. WHEN THEY GOT INT O TOWN JUST BEFORE THEY GOT TO THE HORSE SHOW THE CHECK ENGINE LIGHT CAME ON A ND THE TRANS HAD A LOUD CLUNK AND WOULD NOT SHIFT OUT OF [redacted], NOW THE TRUCK IS IN LIMP MODE AND CAN BARELY ACCELERATE AND A MESSAGE COMES ON THE CLUSTER STATING SERVICE 4WD SYSTEM..] CHECK AND ADVISE

(Claim) Cause:

EXHAUST PRESSURE SENSOR AN[redacted]

(Claim) Correction:

FOUND CHECK ENGINE LIGHT ON AND VEHICLE WOULD NOT MOVE. FOUND [redacted], FOUND EXHAUST MANIFOLD PRESSURE SENSOR CONNECTOR TO BE SNAPPED OFF SENSOR REMOVED AND REPLACED SENSOR AND [redacted] WENT STORED. FOUN[redacted] REMOVED TRANSMISSION FOR INSPECTION OF SNAP RING FOUND SNAP RING TO BE DISLODGED REPLACED [redacted] PACK IN ACCORDANCE TO [redacted] ALSO FOUND [redacted] HUB AND THRUST BEARING TO HAVE EXTENSIVE SCORING REPLACED HUB AND BEARING . REINSTALLED TRANSMISSION AND FILLED WITH FLUID. FOUND VEHICLE TO HAVE A EXTR EMELY HARD SHIFT FROM N-1 REMOVED TRANSMISSION AGAIN AND FOUND THE TEFFLON S EALS ON THE INPUT SHAFT TO BE BROKEN CAUSING HARD SHIFT REPLACED SEALS AND R EINSTALLED TRANSMISSION AND FOUND VEHICLE TO SHIFT NORMAL. VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	***Quantity***	***Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Damper, steering	[redacted]	WEAK	[redacted]	DAMPER	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	DAMPER	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[Safety Recall [redacted]- Intake Air Grid Heater Relay **] [CUSTOMER STATES THAT WHEN DRIVING DRIVING AT ANY SPEED AND DRIVE OVERBUMP THE FRONT END SHAKES SUPER HARD (DEATH WOBBLE) AND HAVE TO COME TO A COMPLETE STOP TO GET THE VEHICLE TO DRIVE NORMAL AGAIN, CHECK AND ADVISE] Multi-point inspection (according to maintenance interval) DROP OFF WORK IN NEXT FEW DAYS PER EDDIE W- [redacted] AWARE

(RO) Cause:

WEAK

(RO) Correction:

[redacted] ORDERE[redacted]s on Special Order [redacted] TEST DRIVE AND FOUND WHEN HITTINGBUMPS TRUCK HAS A BAD WOBBLE THEN INSPECTEDFRT END AND CHECKED TOQUE ON TRACK BARSUPPORT ARMS TIE ROD ENDS SHOCKS AND SWAY BARALL WHERE GOOD THEN REMOVED STEERING STABLINGSHOCK AND MOVED IT INAND OUT FOUND A SOFTSPOT IN SHOCK THEN REPLACED SHOCK AND TESTDRIVE WOBBLE IS GONE AT THIS TIME DAMPER, STEERING-Replace (C) DIAGNOSTIC ALLOWANC[redacted] COMPLETED Multi-point inspection (according to maintenanceinterval) "FREE" MULTI PT INSPECTION INFORMATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES THAT WHEN DRIVING DRIVING AT ANY SPEED AND DRIVE OVER BUMP T HE FRONT END SHAKES SUPER HARD (DEATH WOBBLE) AND HAVE TO COME TO A COMPLETE STOP TO GET THE VEHICLE TO DRIVE NORMAL AGAIN,

CHECK AND ADVISE

(Claim) Cause:

TEST DRIVE AND FOUND WHEN HITTING BUMPS TRUCK HAS A BAD WOBBLE THEN INSPECTED FRT END AND CHECKED TOQUE ON TRACK BAR SUPPORT ARMS TIE ROD ENDS SHOCKS AND SWAY BAR ALL WHERE GOOD THEN REMOVED STEERING STABLING SHOCK AND MOVED IT INA ND OUT FOUND A SOFT SPOT IN SHOCK

(Claim) Correction:

THEN REPLACED SHOCK AND TEST DRIVE WOBBLE IS GONE 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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition		Failure	Failure [redacted]	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1192.24	$93.13
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		[redacted]	$93.13
[redacted]	Transmission, [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1192.24	$186.26
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	$186.26
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	[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]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly -	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	

		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]		6		[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	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	[redacted]
B	[redacted]	Bumper/Stopper ; Tailgate-One or all	11	BROKEN OR CRACKED	[redacted]	STOP/BUMP	1	X	[redacted]	[redacted]
C	[redacted]	Weatherstrip/seal, door opening on door ; Front-Right or left	X2	SPLIT, CUT OR TORN	[redacted]	SILL KIT	1	X	[redacted]	
E	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]		1	X	[redacted]	[redacted]
E	21000A60	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]		1	X	[redacted]	
E	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]		1	X	[redacted]	
E	[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]
D	[redacted]	Radio, Trouble Not Found	OD							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLES CHECK ENGINE LIGHT IS ON AND VEHICLE WILL NOT DRIVE FORWARD C/S WAS DRIVING AND VEHICLE STOPPED MOVING C/S VEHICLE WILL ONLY GO IN REVERSE INSPECT AND ADVISE CUSTOMER STATES THERE IS A STOPPER ON THE TAILGATE THAT IS BENT INSPECT AND ADVISE CUSTOMER STATES VEHICLES DRIVERS DOOR SILVER TRIM PIECE ON THE FLOOR HAS A SHARP EDGE CUSTOMER REQUESTS CHECK ALL OTHERS INSPECT AND ADVISE PERFORM [redacted] COURTESY INSPECTION CHECK TIRE PRESSURE AND TREAD DEPTH CUSTOMER STATES RADIO SCREEN INTERMENTITALY GOES BLACK CUSTOMER STATES WHEN [redacted] BACK DOORS ARE OPEN REAR SPEAKERS WILL RATTLE INSPECT AND ADVISE CUSTOMER STATES ON PASSENGER SIDE TRUCK BED THE CLEAR PAINT PROTECTION TRIM PIECE IS COMING OFF INSPECT AND ADVISE CUSTOMER STATES WHEN VEHICLES DOORS ARE SHUT AND THE POWER STEPS DO NOT ALWAYS CLOSE C/S WILL HAVE TO OPEN AND CLOSE DOORS TO GET THEM TO CLOSE INSPECT AND ADVISE CUSTOMER STATES AFTER PERFORMING AISIN TRANSMISSION REPAIR VEHICLE STILL HAD HARD SHIFT

(RO) Cause:

UPON INSPECTION AFTER PULLING THE TRANS AND PULLING THE TRANS APART FOUND THAT THE SNAP [redacted] WAS BROKEN RECOMMEND REPLACING THE SNAP [redacted] AND DRUM AS DRUM WAS DAMAGED FROM SNA [redacted] BRAKING END PLAY WAS AROUN [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap RinG [redacted] [redacted] 4x4 Equipped [redacted] 0A [redacted] DEF Equipment [redacted] 4x4 pick-up only [redacted] [redacted] Skid Plate Equipped [redacted] [redacted] UPON INSPECTION FOUND THE LEFT TAILGATE STOPPER WAS NOT STAYING IN PLACE RECOMMEND REPLACING CONFIRMED CUSTOMER CONCERN FOUND DRIVERS DOOR SILL TRIM PIECE HAS A SHARP EDGE ON IT NO SIGNS OF PHYSICAL DAMAGE RECOMMEND REPLACE AND RECHECK. PERFORMED [redacted] INSPECTION COULD NOT DUPLICATE CUSTOMER CONCERN RADIO NEVER WENT BLACK NO SOFTWARE UPDATES AVAILABLE AT THIS TIME NO ERROR CODES AT THIS TIME

CONFIRMED CUSTOMER CONCERN TOOK PHOTOS AND SUBMITTED TO DIGITAL IMAGING FOR WARRANTY AUTHORIZATION. WARRANTY DENIED BY DIGITAL IMAGING NO REPAIRS MADE AT THIS TIME UPON INSPECTION COULD NOT D

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES AFTER PERFORMING AISIN TRANSMISSION REPAIR VEHICLE STILL HAD CUSTOMER STATES RADIO SCREEN INTERMENTITALY GOES BLACK CUSTOMER STATES WHEN CUSTOMER STATES THERE IS A STOPPER ON THE TAILGATE THAT IS BENT INSPECT AND A CUSTOMER STATES VEHICLES CHECK ENGINE LIGHT IS ON AND VEHICLE WILL NOT DRIVE CUSTOMER STATES VEHICLES DRIVERS DOOR SILVER TRIM PIECE ON THE FLOOR HAS A SH ARP EDGE CUSTOMER REQUESTS CHECK ALL OTHERS INSPECT AND ADVISE [redacted] BACK DOORS ARE OPEN REAR SPEAKERS WILL RATTLE INSPECT AND ADVISE DVISE FORWARD C/S WAS DRIVING AND VEHICLE STOPPED MOVING C/S VEHICLE WILL ONLY GO I HARD SHIFT N REVERSE INSPECT AND ADVISE

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN FOUND DRIVERS DOOR SILL TRIM PIECE HAS A SHARP EDG COULD NOT DUPLICATE CUSTOMER CONCERN RADIO NEVER WENT BLACK NO SOFTWARE UPDAT EPLACE3D K1 CLUTCH ASSEMBLE AND SEALS,REASSEMBLED,PERFORMED QUICK LEARN AND R UPON INSPECTION FOUND THE LEFT TAILGATE STOPPER WAS NOT STAYING IN PLACE RECO E ON IT NO SIGNS OF PHYSICAL DAMAGE ES AVAILABLE AT THIS TIME NO ERROR CODES AT THIS TIME MMEND REPLACING OAD TEST,VEHICLE SLAMS INTO GEAR, [redacted] GEAR RATIO IN FIRST,REMOVED TRANS,PU UPON INSPECTION AFTER PULLING THE TRANS AND PULLING THE TRANS APART FOUND THA LLED PUMP,REMOVED K1 ASSEMBLE FOUND SEAL ON K1 SHAFT TO FRONT PUMP COMING APA T THE SNAP RING WAS BROKEN RECOMMEND REPLACING THE SNAP RING AND DRUM AS DRUM WAS DAMAGED FROM SNAP RING BRAKING END PLAY WAS AROUN [redacted] CLUTCH / INP RT,REPLACED SEAL AND REASSEMBLED,QUICK LEARNED,ROAD TEST,OK VERIFIED CONCERN , [redacted] GEAR RATIO IN FIRST. REMOVED TRANS,REMOVED [redacted] CLUTCH ASSEMBLE,FOUND MI UT SHAFT ASSEMBLY - INSPECT AND REPLACE SNAP RING [redacted] EQ DDLE SEAL FOR K1 SHAFT TO SEAL FRONT PUMP COMING APART, UIPPED [redacted] DEF EQUIPMEN [redacted] 4X4 PICK-UP ONLY [redacted] SKID PLATE EQUIPPED [redacted]

(Claim) Correction:

COULD NOT DUPLICATE CUSTOMER CONCERN RADIO NEVER WENT BLACK NO SOFTWARE UPDAT REPLACED SILVER PEACE ON [redacted] REPLACED STOPPER NO FURTHER ACTION REQUIRED [redacted] AVAILABLE AT THIS TIME NO ERROR CODES AT THIS TIME REPLACED SEAL,REASSEMBLED,CHECKED K1 END PLAY.028,REINSTALL ED TRANS,QUICK LE ARNED,ROAD TEST AND RECHECKED,OK K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT A UPON INSPECTION AFTER PULLING THE TRANS AND PULLING THE TRANS APART FOUND THA ND REPLACE SNAP RING [redacted] EQUIPPED [redacted] T THE SNAP RING WAS BROKEN RECOMMEND REPLACING THE SNAP RING AND DRUM AS DRUM WAS DAMAGED FROM SNAP RING BRAKING END PLAY WAS AROUND [redacted] CLUTCH / INP DEF EQUIPMENT [redacted] 4X4 PICK-UP ONLY [redacted] SKID PLATE EQUIP PED [redacted] UT SHAFT ASSEMBLY - INSPECT AND REPLACE SNAP RING [redacted] EQ UIPPED [redacted] DEF EQUIPMEN [redacted] 4X4 PICK-UP ONLY [redacted] SKID PLATE EQUIPPED [redacted] REPLACE3D [redacted] CLUTCH ASSE MBLE AND SEALS,REASSEMBLED,PERFORMED QUICK LEARN AND ROAD TEST,VEHICLE SLAMS INTO GEAR, [redacted] GEAR RATIO IN FIRST,REMOVED TRANS,PULLED PUMP,REMOVED K1 ASSE MBLE FOUND SEAL ON [redacted] SHAFT TO FRONT PUMP COMING APART,REPLACED SEAL AND REA SSEMBLED,QUICK LEARNED,ROAD TEST,OK

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	[redacted]6	***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]
Address	401 BROADWAY DRIVE , HATTIESBURG, MS 39401		

Condition Information

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

RO Narratives

(RO) Customer Concern:

Customer States THINKS MAYBE TRANSFER CASE BUT ISN'T SURE when he puts it in 4 wheel drive it jumps and skips. Trans swap
Customer States THINKS MAYBE TRANSFER CASE BUT ISN'T SURE when he puts it in 4 wheel drive it jumps and skips. Trans swap
PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

[redacted]s in vehicle|Gear 1 shift and [redacted] shift incorrect ratio [redacted]s in vehicle|Gear 1 shift and [redacted] shift incorrect ratio Safety Recall

(RO) Correction:

DTC's pulled from vehicle, have to manually shift through 4WD gears for the vehicle to find a forward gear, Gear 1 and 3 shift incorrect ratio active in vehicle.|CHECK TRANS. HAD NO FORWARD [redacted] CODES P0733 ,[redacted] ,HAS INTERNAL CLUTCH PROBLEMS, REPLACE TRANS, REMOVE FRONT TRIM, REMOVE GRILLE, LOOSING RAD. TO REPLACE TRANS COOLER, REPLACE TRANS COOLER, PROGRAM TCM, CLEAR CODES, DROVE TRANS SHIFTS UP AND DOWN OK RECHECK FOR CODES HAD NONE,,REPLACING TRANS CORRECTED THE CONCERN Multiple dtc's leading to blown transmission. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. Breather box tube removed, batteries disconnected, Grid Heater Relay removed from vehicle. New grid heater relay installed. Batteries reconnected, breather box tube reinstalled. Fault codes cleared, recall complete.|[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THINKS MAYBE TRANSFER CASE BUT ISN'T SURE WHEN HE PUTS IT IN [redacted] DRIVE IT JUMPS AND SKIPS.

(Claim) Cause:

[redacted]S IN VEHICLE, GEAR 1 SHIFT AND GEA[redacted] INCORRECT RATIO,DTC'S PULLED FROM VEHICLE, HAVE TO MANUALLY SHIFT THROUGH [redacted] [redacted]S FOR THE VEHIC LE TO FIND A FORWARD GEAR, GEAR 1 AND [redacted] INCORRECT RATIO ACTIVE IN VEHICL E.

(Claim) Correction:

CHECK TRANS. HAD NO FORWARD [redacted] CODES P0733 , [redacted] TRANS ,HAS INTERNAL CLUTC H PROBLEMS, REPLACE TRANS, REMOVE FRONT TRIM, REMOVE GRILLE, LOOSING RAD. T O REPLACE TRANS COOLER, REPLACE TRANS COOLER, PROGRAM TCM, CLEAR CODES, DROV E TRANS SHIFTS UP AND DOWN OK RECHECK FOR CODES HAD NONE,,REPLACING TRANS CO RRECTED THE CONCERN

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	, ,		

Condition Information

Condition [redacted]	[redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	GREASE	1		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only		[redacted]	FLUID AFT	9		147.81	$91.93
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	FLUID AFT	5		82.12	$91.93
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]	1	X	1418.23	$91.93
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only		[redacted]	HUB	1		396.10	$91.93
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only		[redacted]	[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]	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	FLUID AFT	9		147.81	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped		[redacted]	FLUID AFT	5		82.12	[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]	HUB	1		396.10	[redacted]
[redacted]	Transmission, Remove and install for recondition -		[redacted]				[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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 ; 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]	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]	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 ; Two piece 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	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]	[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]	BOLT	4		[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 ; Two piece 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]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	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]	[redacted]
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]		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		32.07	[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]	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		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		65.12	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		147.81	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	5		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]		1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		32.07	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	5		[redacted]	

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							[redacted]

RO Narratives

(RO) Customer Concern:

[CUSTOMER STATES VEH WAS TOWED IN WILL NOT MOVE FORWARD CHECK ENGINE LIGHT IS ON] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] [redacted] [[redacted] [redacted] DJ D2 PCM SOFTWARE UPDATE **] MOPAR MULTI-POINT INSPECTION CHECK OVER WELL FOR SAFETY REPLACEMENT TRANSPORTATION HAS BEENPROVIDED TO THE CLIENT CHRYSLER WARRANTY CTP RENTAL VIN# [redacted] CTP TOLL ADMINISTRATION FEE [redacted] CHARGE TO POLICY SERVICE CTP LOANER FUEL REPLACEMENT CHARGE @ [redacted] PER GALLON / CTP RENTA FUEL REPLACEMENT CHARGE AT [redacted] PER GALLON / CTP RENTAL

(RO) Cause:

E [redacted] RENTAL RENTAL

(RO) Correction:

[redacted] PERFORMED [redacted], INPUT ASSEMBLY SNAPRING CAME OUT OF GROOVE, REPLACED PARTS ASREQUIRED BY [redacted] Clutch /Input Shaft Assembly - Inspect and ReplaceSub-Assembly (3 - Highly Skilled) 2 -Transmission and Transfer Case [redacted] Propeller ShaftEquipped (3 - Highly Skilled) 2 -Transmission and Transfer Case [redacted] Skid Plate Equipped (3 - HighlySkilled) 2 - Transmission and Transfer Case0.3 [redacted] DEF Equipment 2500-35004x4 pick-up only (3 - Highly Skilled) 2 -Transmission and Transfer Case [redacted] 4x4 Equipped (3 - Highly Skilled)2 - Transmission and Transfer Case [redacted] 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] propeller shaft equipped Transmission, Remove and install for recondition - [redacted] equipped Transmission, Remove and install for recondition - [redacted] Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only [redacted] SOP RELAY FOR RECALL THE PARTS NEEDED TO REPAIR YOUR VEH. HAVE BEEN ORDERED AND YOU WILLBE NOTIFIED WHEN THEY ARRIVE. PLEASE BE ADVISE THERE ARE NO RETURNS OR REFUNDS ON SPECIAL ORDER PARTS.

(RO) Technical Notes:

[redacted] SPECIAL EW ATTACHED. THANK YOU

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WAS TOWED IN WILL NOT MOVE FORWARD CHECK ENGINE LIGHT IS ON

(Claim) Cause:

FOUND INPUT ASSEMBLY SNAP RING CAME OUT OF GROOVE

(Claim) Correction:

PERFORMED [redacted], REPLACED PARTS AS REQUIRED BY [redacted] FOR CONDITION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [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]	[redacted]	[redacted]
Address	9207 E ADAMO DR , TAMPA, FL 33619				

Condition Information

Condition	[redacted]	Failure	Failure	Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			CLUTCHKIT	1	X	[redacted]	$81.92
A	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			BOLT	6		25.99	$81.92
A	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			FLUID AFT	[redacted]			$81.92
[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			[redacted]	[redacted]		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			FLUID AFT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			FLUID AFT	8		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	[redacted]		[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]	[redacted]	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern #1 [Customer StatesVEHILE WILL NOT GO INTO DRIVE. HAD REVERSE BUT NO DRIVE. CUSTOMER IS OUT OF STATE AND BROKE DOWN HERE.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

found no movement i[redacted] has reverse, time needed to get to shop to check out, found [redacted], found [redacted] fork1 snap ring dislodged, removed trans and disassembled found snap ring completely dislodged no other damage

(RO) Correction:

NO PARTS IN [redacted] found no movement in [redacted] hasreverse, time needed to get to shop to checkout, found [redacted], found tsb [redacted]-23 for k1snap ring dislodged, removed trans anddisassembled found snap ring completelydislodged no other damage [redacted] 660performed tsb replaced k1 input assembly setend play to spec and topped off fluid,quicklearned trans and road tested for properoperation 4x4 eqt def [redacted] pickup [redacted] piecedrive shaft [redacted] diag .3 [redacted] k1input assembly 4.6 [redacted] [redacted] Shaft Equipped .2 21000169 DEFEquipment 4x4 pickup .6 [redacted] 4x4 Equipped1.2 [redacted] + diag .3 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] propeller shaft equipped Transmission DEF equipped2500-[redacted] 4x4 pick-up only Transmission, Remove and install for recondition -[redacted] equipped Multi-point inspection (according to maintenanceinterval) Multi-Point Inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES VEHILE WILL NOT GO INTO DRIVE. HAD REVERSE BUT NO DRIVE. CUSTOMER IS OUT OF STATE AND BROKE DOWN HERE.]

(Claim) Cause:

FOUND NO MOVEMENT IN [redacted] HAS REVERSE, TIME NEEDED TO GET TO SHOP TO CHECK OUT, FOUND [redacted], FOUND [redacted] FOR K1 SNAP RING DISLODGED, REMOVED T RANS AND DISASSEMBLED FOUND SNAP RING COMPLETELY DISLODGED NO OTHER DAMAGE

(Claim) Correction:

PERFORMED TSB REPLACED K1 INPUT ASSEMBLY SET END PLAY TO SPEC AND TOPPED OFF F LUID, QUICKLEARNED TRANS AND ROAD TESTED FOR PROPER OPERATION

Warranty Claim Report

Vehicle Information

[redacted]	[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	$1,223.33	**Sublet**	[redacted]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped				[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped				[redacted]			60.11	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped				FLUID AFT	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped				[redacted] RING	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped				SEAL RING	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				SEAL RING	1		9.90	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				O-RING	1		44.18	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped				GASKET	1		53.96	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped				WASHER	1		11.71	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped				FLUID AFT	9		184.68	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped				FLUID AFT	2		41.04	[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]	[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]	[redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
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	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]	BOLT	6		34.76	$758.12
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]	FLUID AFT	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]	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]	[redacted]	4		69.04	$758.12
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	WASHER	1		11.71	[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]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O-RING	1		44.18	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	WASHER	[redacted]			
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	2		41.04	[redacted]
B	[redacted]	Wheel Balance ; [redacted] rear wheel equipped-Front-[redacted]	W3		0000000NPN	[redacted]				
B	[redacted]	Wheel Balance ; [redacted] rear wheel equipped-Rear-Right side			0000000NPN	[redacted]				
B	22400245	Wheel Balance ; [redacted] rear wheel equipped-Rear-Left side			0000000NPN	[redacted]				

RO Narratives

(RO) Customer Concern:

Customer Satisfaction Notification [redacted] - Diesel Exhaust Flui d (Recall Customer Satisfaction Notification 2) [redacted] DDDPD2 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] OFF YOUR [redacted] USE (UP TO MAX OF [redacted]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

(RO) Cause:

RECALL [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] TRANSFER CASE FOE ACCESS AND REMOVED TRANSMISSION AND REPLACED SNAP RING AS PER [redacted] REINSTALLED TRANSMISSION WITH NEW SEALS, GASKET AND HARDWARE AS NECESSARY AND REINSTALLED [redacted] TRANSFER CASE AND [redacted] 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 GEARS 1-4 INOP ([redacted] 1)

(Claim) Cause:

[redacted] 0.2 [redacted] 1.2 TOTAL [redacted] VIBRATION

(Claim) Correction:

BALANCED AL[redacted], 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 [redacted] REINSTALLED TRANSMISSION WITH NEW SEALS, GASKET AND HARDWARE AS NECESSARY AND REINSTALLED [redacted] DRI VE TRANSFER CASE AN[redacted] DRIVESHAFT. FILLED WITH FLUID AND TEST DROV E.

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***	JACKY [redacted] CHRY-DODGE & JEEP INC	***Zone***	66 [redacted]
Address	222 N.C. HIGHWAY 69 , HAYESVILLE, NC 28904				

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]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	50.75	$21.30 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

FOUND TRANSMISSION INTERNAL FAILURE OF K1 CLUTCH

GCS Narratives

(Claim) Customer Concern:

RECALL [redacted] CUSTOMER STATES THAT THEY WERE DRIVING IN SLOW TRAFFIC WHEN THE TRANSMISSION M ADE A LOUD [redacted] AND WOULD NOT PULL ANY MORE

(Claim) Cause:

RECALL FOUND TRANSMISSION INTERNAL FAILURE OF [redacted] CLUTCH

(Claim) Correction:

REPLACED THE INTAKE HEATER RELAY REPLACED TRANSMISSION UNIT

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	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	50.92	$25.03 [redacted]

RO Narratives

(RO) Customer Concern:

RECALL1

(RO) Cause:

[redacted] of the above vehicles can

(RO) Correction:

[redacted] - Safety Recall [redacted] Intake Air Grid Heater Relay Rep [redacted] 2 - lace Intake Air Grid Heater 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]
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**	HELFMAN DODGE INC	[redacted]	[redacted]
Address	7720 KATY FREEWAY , HOUSTON, TX 77024				

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted]	[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]	[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

PER RECALL

(RO) Correction:

REPLACED GRID HEATER RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

PER RECALL

(Claim) Correction:

REPLACED GRID HEATER RELAY

Warranty Claim Report

Vehicle Information

VI [redacted]		**Year** [redacted]	**Body** [redacted]	BIG HORN CREW CAB [redacted]	
Build Date [redacted]		**Plant** [redacted]	ASSEMBLY PLANT	**Coverage** [redacted]	

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] OF [redacted]	[redacted]	LOS ANGELES
Address	[redacted]				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	COOLER	1		[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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	COOLER	1		263.97	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	BOLT	6		24.52	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States when going to pullforward it kicked out of gear and would not move forward. Goes into reverse fine. Clucks when shifting into gear. Check engine light is on. Please check and advise] TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB ( ) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. ENTERPRISE RENTAL CAR (WITHOUT P.O.'S NO EXCEPTIONS)

(RO) Cause:

NA

(RO) Correction:

TECH INSPECTED VEHICLE, DOES NOT HAVEFORWARD GEARS. TECH RECOMMENDS PERFORMIN . TECH REMOVED TRANSMISSION ANDDISASSEMBLED, FOUND K1 SNAP RING FAILED. TECHREPLACED HUB/INPUT ASSEMBLY AND FILLEDWITH FLUID. PERFORMED QUICKLEARN. ROADTESTED. TRANSMISSION SHIFTING AS INTENDED.VEHICLE IS AS LIKE KIND. Transmission, Remove and install for recondition - Remove and install for recondition (3 - Highly Skilled) Transmission, Remove and install for recondition - Complete Reconditioning of Transmission (3 - Highly Skilled) Transmission DEF equipped2500-3500 4x4 pick-up only SET TO SPECS TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB ( ) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB ( ) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. ENTERPRISE RENTAL CAR (WITHOUT P.O.'S NOEXCEPTIONS) ENTERPRISE RENTAL CAR (WITHOUT P.O.'S NO EXCEPTIONS)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES WHEN GOING TO PULL FORWARD IT KICKED OUT OF GEAR AND WOULD NOT MOVE FORWARD. G OES INTO REVERSE FINE. CLUCKS WHEN SHIFTING INTO GEAR. CHEC K ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE]

(Claim) Cause:

TECH INSPECTED VEHICLE, DOES NOT HAVE FORWARD GEARS. TECH RECOMMENDS PERFORM ING . TECH REMOVED TRANSMISSION AND DISASSEMBLED, FOUND K1 SN AP RING FAILED. TECH REPLACED K1 HUB/INPUT ASSEMBLY AND FILLED WITH FLUID. PERFORMED QUICKLEARN. ROAD TESTED. TRANSMISSION SHIFTING AS INTENDED. VEHIC LE IS AS LIKE KIND.

(Claim) Correction:

TECH INSPECTED VEHICLE, DOES NOT HAVE FORWARD GEARS. TECH RECOMMENDS PERFORM ING . TECH REMOVED TRANSMISSION AND DISASSEMBLED, FOUND K1 SN AP RING FAILED. TECH REPLACED K1 HUB/INPUT ASSEMBLY AND FILLED WITH FLUID. PERFORMED QUICKLEARN. ROAD TESTED. TRANSMISSION SHIFTING AS INTENDED. VEHIC LE IS AS LIKE KIND.

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	401 BROADWAY DRIVE , HATTIESBURG, MS 39401		

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FILTER	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	9		141.79	[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	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	BOLT	6		[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FILTER	1		[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	9		141.79	[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	5		78.77	[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		287.28	[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ;	[redacted]	CHECK [redacted] SERVICE	[redacted]	[redacted]				[redacted]

		[redacted]		[redacted] SO						
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	OIL	3		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FILTER	1		30.86	$87.16
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	5		78.77	$87.16
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	OIL	3		182.37	$87.16
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] [redacted])			[redacted]	FILTER	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		[redacted]	

A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				FLUID AFT	[redacted]			
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)				[redacted]	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				OIL	[redacted]			[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				FLUID AFT	3		47.26	[redacted]

RO Narratives

(RO) Customer Concern:

Customer States THINKS MAYBE [redacted]FER CASE BUT ISN'T SURE when he puts it in 4 wheel drive it jumps and skips. Trans swap
Customer States THINKS MAYBE [redacted]FER CASE BUT ISN'T SURE when he puts it in 4 wheel drive it jumps and skips. Trans swap
PERFORM CERTIFIED MULTI-[redacted] VEHICLE INSPECTION [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

[redacted]s in vehicle|Gear 1 shift and [redacted] shift incorrect ratio [redacted]s in vehicle|Gear 1 shift and [redacted] shift incorrect ratio Safety Recall

(RO) Correction:

DTC's pulled from vehicle, have to manually shift through [redacted]D gears for the vehicle to find a forward gear, [redacted] and 3 shift incorrect ratio active in vehicle.|CHECK [redacted]. HAD NO FORWARD [redacted] CODES P0733 ,[redacted] [redacted] ,HAS INTERNAL CLUTCH PROBLEMS, REPLACE [redacted], REMOVE FRONT TRIM, REMOVE GRILLE, LOOSING RAD. TO REPLACE [redacted] [redacted], REPLACE [redacted] [redacted], PROGRAM TCM, CLEAR CODES, DROVE [redacted] [redacted]S UP AND DOWN OK RECHECK FOR CODES HAD NONE,,REPLACING [redacted] CORRECTED THE CONCERN Multiple dtc's leading to blown transmission. PERFORMED CERTIFIED MULTI [redacted] VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. Breather box tube removed, batteries disconnected, Grid Heater Relay removed from vehicle. New grid heater relay installed. Batteries reconnected, breather box tube reinstalled. Fault codes cleared, recall complete.|[redacted] LOP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THINKS MAYBE [redacted]FER CASE BUT ISN'T SURE WHEN HE PUTS IT IN [redacted] DRIVE IT JUMPS AND SKIPS.

(Claim) Cause:

[redacted]S IN VEHICLE, GEAR [redacted] AND GEA[redacted] INCORRECT RATIO,DTC'S PULLED FROM VEHICLE, HAVE TO MANUALLY [redacted] THROUGH [redacted] [redacted]S FOR THE VEHIC LE TO FIND A FORWARD GEAR, GEAR 1 AND [redacted] INCORRECT RATIO ACTIVE IN VEHICL E.

(Claim) Correction:

CHECK [redacted]. HAD NO FORWARD [redacted] CODES P0733 ,[redacted] [redacted] ,HAS INTERNAL CLUTC H PROBLEMS, REPLACE [redacted], REMOVE FRONT TRIM, REMOVE GRILLE, LOOSING RAD. T O REPLACE [redacted] [redacted], REPLACE [redacted] [redacted], PROGRAM TCM, CLEAR CODES, DROV E [redacted] [redacted]S UP AND DOWN OK RECHECK FOR CODES HAD NONE,,REPLACING [redacted] CO RRECTED THE CONCERN

Warranty Claim Report

Vehicle Information

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

Claim Information

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]	222 N.C. HIGHWAY 69 , HAYESVILLE, NC 28904		

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
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:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

FOUND TRANSMISSION INTERNAL FAILURE OF K1 CLUTCH

GCS Narratives

(Claim) Customer Concern:

RECALL [redacted] STATES THAT THEY WERE DRIVING IN SLOW TRAFFIC WHEN THE TRANSMISSION M ADE A LOUD BANG AND WOULD NOT PULL ANY MORE

(Claim) Cause:

RECALL FOUND TRANSMISSION INTERNAL FAILURE OF [redacted] CLUTCH

(Claim) Correction:

REPLACED THE INTAKE HEATER RELAY REPLACED TRANSMISSION UNIT

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**	$50.86	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SOUTHTOWN DODGE INC	**Zone**	51 [redacted]
Address	[redacted]				

Condition Information

Condition Code			Failure Code	Failure		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	[redacted]		[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection Car Wash Automatic Transmission Concern [CUSTOMER STATES VEHICLE WILL GO INTO DRIVE BUT WILL NOT MOVE. CUSTOMER NOTES THERE IS A LOUD NOISE FROM POSSIBLY THE DRIVE SHAFT WHEN PUT INTO DRIVE AND ATTEMPTING TO ACCELERATE] RSU 1 [[redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION AS A THANK YOU FOR YOUR BUSINESS, PLEASE ENJOY UP TO 4 COMPLIMENTARY CAR WASHES ON US! [redacted]. TO REDEEM YOUR FREE CAR WASHES-DOWNLOAD THE [redacted] APP ON THE [redacted] OR [redacted] -CREATE YOUR ACCOUNT-CLICK ON THE DEALS OR PROMO CODES TAB-ENTER THE REDEMPTION CODE THAT IS LISTED BELOW. [redacted] OFFERS BOTH INDIVIDUAL AND MONTHLY CAR WASH CLUBS AND WE HAVE THE BEST PRICES IN TOWN! OUR [redacted] WITH STATE-OF-ART EQUIPTMENT CLEANS YOUR VEHICLE QUICKLY AND THOUROUGHLY. THE CODE IS VALID FOR [redacted] BEGINNING THE [redacted] IT IS USED. CODES ARE ONLY VALID USING THE [redacted] APP. REDEMPTION CODE- [redacted] has code [redacted] will need to perform k1 clutch snap ring repair (see [redacted]). has code [redacted]. will need replace k1 clutch. [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Correction:

PERFORMED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. has code [redacted], will need to perform k1 clutch snap ring repair (see [redacted]).[redacted] replaced k1 clutch, fill fluid quick learn, test drove and verified repair replaced intake heater relay and verified repair[redacted] |Replace Replace Intake Air Grid Heater Relay

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] Heavy [redacted] Heater Rel RSU 1 [RSU [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **]

(Claim) Cause:

[redacted] Heavy [redacted] Heater Rel HAS [redacted]. WILL NEED REPLACE K1 CLUTCH.

(Claim) Correction:

replaced intake heater relay and verified repair,[redacted],Replace REPLACED K1 CLUTCH, FILL FLUID QUICK LEARN, TEST DROVE AND VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [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	9610 FAIRFAX BLVD , FAIRFAX, VA 22031		

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		UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM Safety Recall [redacted]- Intake Air Grid HeaterRelay General Concern #1 [CUSTOMER STATESVEHICLE GOES INTO GEAR BUT IT MAKE NOISE AND SLIPS CHECK SND ADVISE] Multi-point inspection (according to maintenance interval) CUSTOMER STATES ENGINE HAS NO POWERAND FEELS LIKE ITS MISSING AT TIMES SHUTTLE/UBER RIDE

(RO) Cause:

SHUTTLE/UBER FOR FORCUSTOMER

(RO) Correction:

[redacted] Safety Recall [redacted]- Intake Air GridHeater Relay [redacted] REPLACED HEATERGRID RELAY LO[redacted] [redacted] Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] PRESENT DTC [redacted] CAUSED BYFAULTY/DISLODGED [redacted] SNAP RING.21-[redacted], [redacted], [redacted], [redacted], [redacted] TECH FOUND CELON FOR DTC [redacted] FOR GEAR 1 SHIFT INCORRECTRATIO. DUE TO FINDINGS AND TECH VERIFYING THEVEHICLE HAD NO FORWARD MOVEMENT ORENGAGEMENT, TECH PROCEEDED TO FOLLOW REPAIRPROCEDURES LISTED IN [redacted] FOR [redacted] SNAP RING. TECH REMOVED THE FRONT ANDREAR DRIVE SHAFTS, SKID PLATE, DEF EQUIPMENT,TRANSFER CASE, AND TRANSMISSION ASSEMBLY.TECH THEN PROCEEDED TO DISASSEMBLE THETRANSMISSION FOR FURTHER INSPECTION. DURINGINSPECTION, TECH VERIFIED THE CONCERN WAS INFACT CAUSED BY THE [redacted] ASSEMBLY SNAPRING BECOMING DISLODGED. IN ACCORDANCE WITHSERVICE INFORMATION AND TSB, TECH REPLACEDTHE [redacted] SUB ASSEMBLY, WHILE USING NEWSEALS GASKETS, AND HARDWARE REQUIRED. AFTERREPLACEMENT AND REASSEMBLY, TECH VERIFIEDTHAT INPUT SHAFT END PLAY WAS [redacted] BEFOREAND AFTER REPAIR. TECH THEN REASSEMBLEDREMOVED PARTS AND COMPONENTS, VERIFIEDCORRECT TRANSMISSION FLUID LEVEL, AND ALLOWEDTHE VEHICLE TO REACH OPERATING TEMP. TECHTHEN PERFORMED THE TCM QUICKLEARN PROCEDURE,AND THEN TEST DROVE THE VEHICLE [redacted] OTVERIFY REPAIRS WERE PERFORMED CORRECTLY ANDNO FURTHER ISSUES WERE PRESENT AT THIS TIMEAFTER REPAIRS WERE MADE. SUB ASSEMBLYREPLACEMENT LOP 21-00-0A-91 [redacted] SHAFT LOP [redacted] [redacted]SKID PLATE LOP [redacted] [redacted] DEFEQUIPMENT REMOVAL L

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES VEHICLE GOES INTO GEAR BUT IT MAKE NOISE AND SLIPS CHECK SND ADVISE]

(Claim) Cause:

PRESENT [redacted] CAUSED BY FAULTY/DISLODGED [redacted] SNAP RING [redacted] TECH FOUND CEL ON FOR [redacted] SHIFT INCORRECT RATIO. DUE TO FINDINGS AND TECH VERI FYING THE VEHICLE HAD NO FORWARD MOVEMENT OR ENGAGEMENT, TECH PROCEEDED TO FO LLOW REPAIR PROCEDURES LISTED IN [redacted] FOR [redacted] SNAP RING.

(Claim) Correction:

TECH REMOVED THE FRONT AND REAR DRIVE SHAFTS, SKID PLATE, DEF EQUIPMENT, TRAN SFER CASE, AND TRANSMISSION FOR FURTHER INSPECTION. DURING INSPECTION, TECH VERIFIED THE CONCERN WAS IN FACT CAUSED BY THE [redacted] ASSEMBLY SNAP RING BECOMING DISLODGED. IN ACCORDANCE WITH SERVICE INFORMATION AND TSB, TECH REPL ACED THE [redacted] SUB ASSEMBLY, WHILE USING NEW SEALS GASKETS, AND HARDWARE REQUIRED. AFTER REPLACEMENT AND REASSEMBLY, TECH VERIFIED THAT INPUT SHAFT EN D PLAY WAS [redacted] BEFORE AND AFTER REPAIR. TECH THEN REASSEMBLED REMOVED PAR TS AND COMPONENTS, VERIFIED CORRECT TRANSMISSION FLUID LEVEL, AND ALLOWED THE VEHICLE TO REACH OPERATING TEMP. TECH THEN PERFORMED THE TCM QUICKLEARN PROC EDURE, AND THEN TEST DROVE THE VEHICLE [redacted] OT VERIFY REPAIRS WERE PERFORM ED CORRECTLY AND NO FURTHER ISSUES WERE PRESENT AT THIS TIME AFTER REPAIRS WE RE MADE. SUB ASSEMBLY REPLACEMENT LO [redacted] PROPEL LER SHAFT LO [redacted] SKID PLATE LOP [redacted] . DEF EQ UIPMENT REMOVAL LOP [redacted] EQUIPPED LOP [redacted] . TOTAL [redacted]

Warranty Claim Report

Vehicle Information

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

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	55.36	$32.01[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(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	$1,849.18	[redacted]	$38.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
Address	9610 FAIRFAX BLVD , FAIRFAX, VA 22031		

Condition Information

Condition		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	9		154.15	$99.00
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[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]	[redacted]	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		67.91	$198.00
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	9		154.15	$198.00
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[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]	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] propeller shaft equipped			[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		154.15	[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]	FLUID AFT	5		85.64	[redacted]
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]	Ride Share Service ; 3rd Party Service - From Dealer			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - From Dealer			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Ride Share Service ; 3rd Party Service - From Dealer			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - From Dealer			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Ride Share Service ; 3rd Party Service - From Dealer			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Ride Share Service ; 3rd Party Service - From Dealer			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM Safety Recall [redacted] - Intake Air Grid HeaterRelay General Concern #1 [CUSTOMER STATESVEHICLE GOES INTO GEAR BUT IT MAKE NOISE AND SLIPS CHECK SND ADVISE] Multi-point inspection (according to maintenance interval) CUSTOMER STATES [redacted] HAS NO POWERAND FEELS LIKE ITS MISSING AT TIMES SHUTTLE/[redacted] RIDE

(RO) Cause:

SHUTTLE/[redacted] FOR FORCUSTOMER

(RO) Correction:

[redacted] Safety Recall [redacted] - Intake Air GridHeater Relay [redacted] REPLACED HEATERGRID RELAY LO[redacted]. Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] PRESENT [redacted] CAUSED BYFAULTY/DISLODGED [redacted] SNAP RING.[redacted], [redacted], [redacted], [redacted], [redacted] [redacted] TECH FOUND CELON FO[redacted] [redacted] FOR GEAR 1 SHIFT INCORRECTRATIO. DUE TO FINDINGS AND TECH VERIFYING THEVEHICLE HAD NO FORWARD MOVEMENT ORENGAGEMENT, TECH PROCEEDED TO FOLLOW REPAIRPROCEDURES LISTED IN [redacted] FOR [redacted] SNAP RING. TECH REMOVED THE FRONT ANDREAR DRIVE SHAFTS, SKID PLATE, DEF EQUIPMENT,TRANSFER CASE, AND TRANSMISSION ASSEMBLY.TECH THEN PROCEEDED TO DISASSEMBLE THETRANSMISSION FOR FURTHER INSPECTION. DURINGINSPECTION, TECH VERIFIED THE CONCERN WAS INFACT CAUSED BY THE [redacted] ASSEMBLY SNAPRING BECOMING DISLODGED. IN ACCORDANCE WITHSERVICE INFORMATION AND TSB, TECH REPLACEDTHE [redacted] SUB ASSEMBLY, WHILE USING NEWSEALS GASKETS, AND HARDWARE REQUIRED. AFTERREPLACEMENT AND REASSEMBLY, TECH VERIFIEDTHAT INPUT SHAFT END PLAY WAS [redacted] BEFOREAND AFTER REPAIR. TECH THEN REASSEMBLEDREMOVED PARTS AND COMPONENTS, VERIFIEDCORRECT TRANSMISSION FLUID LEVEL, AND ALLOWEDTHE VEHICLE TO REACH OPERATING TEMP. TECHTHEN PERFORMED THE [redacted] QUICKLEARN PROCEDURE,AND THEN TEST DROVE THE VEHICLE [redacted] OTVERIFY REPAIRS WERE PERFORMED CORRECTLY ANDNO FURTHER ISSUES WERE PRESENT AT THIS TIMEAFTER REPAIRS WERE MADE. SUB ASSEMBLYREPLACEMENT LO[redacted]- 91 [redacted] SHAFT LOP [redacted] [redacted] PLATE LOP [redacted]. DEFEQUIPMENT REMOVAL L

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES VEHICLE GOES INTO GEAR BUT IT MAKE NOISE AND SLIPS CHECK SND ADVISE]

(Claim) Cause:

PRESENT [redacted] CAUSED BY FAULTY/DISLODGED [redacted] SNAP RING[redacted], [redacted], [redacted], [redacted], [redacted] TECH FOUND CEL ON FOR [redacted] FOR GEAR 1 SHIFT INCORRECT RATIO. DUE TO FINDINGS AND TECH VERI FYING THE VEHICLE HAD NO FORWARD MOVEMENT OR ENGAGEMENT, TECH PROCEEDED TO FO LLOW REPAIR PROCEDURES LISTED IN [redacted] FOR [redacted] SNAP RING.

(Claim) Correction:

TECH REMOVED THE FRONT AND REAR DRIVE SHAFTS, SKID PLATE, DEF EQUIPMENT, TRAN SFER CASE, AND TRANSMISSION FOR FURTHER INSPECTION. DURING INSPECTION, TECH VERIFIED THE CONCERN WAS IN FACT CAUSED BY THE [redacted] ASSEMBLY SNAP RING BECOMING DISLODGED. IN ACCORDANCE WITH SERVICE INFORMATION AND TSB, TECH REPL ACED THE [redacted] SUB ASSEMBLY, WHILE USING NEW SEALS GASKETS, AND HARDWARE REQUIRED. AFTER REPLACEMENT AND REASSEMBLY, TECH VERIFIED THAT INPUT SHAFT EN D PLAY WAS [redacted] BEFORE AND AFTER REPAIR. TECH THEN REASSEMBLED REMOVED PAR TS AND COMPONENTS, VERIFIED CORRECT TRANSMISSION FLUID LEVEL, AND ALLOWED THE VEHICLE TO REACH OPERATING TEMP. TECH THEN PERFORMED THE [redacted] QUICKLEARN PROC EDURE, AND THEN TEST DROVE THE VEHICLE [redacted] OT VERIFY REPAIRS WERE PERFORM ED CORRECTLY AND NO FURTHER ISSUES WERE PRESENT AT THIS TIME AFTER REPAIRS WE RE MADE. SUB ASSEMBLY REPLACEMENT LO[redacted] [redacted] [redacted] PROPEL LER SHAFT LO[redacted] [redacted] PLATE LOP [redacted]. DEF EQ UIPMENT REMOVAL LOP [redacted] EQUIPPED LOP [redacted] [redacted]. TOTAL [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,265.95	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SOUTHTOWN DODGE INC	**Zone**	51 [redacted]
Address	[redacted]				

Condition Information

Condition [redacted]			Failure	Failure		Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	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]	CLUTCHKIT	1	X	1188.86	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection Car Wash Automatic Transmission Concern [CUSTOMER STATES VEHICLE WILL GO INTO DRIVE BUT WILL NOT MOVE. CUSTOMER NOTES THERE IS A LOUD NOISE FROM POSSIBLY THE DRIVE SHAFT WHEN PUT INTO DRIVE AND ATTEMPTING TO ACCELERATE] RSU 1 [[redacted] AISIN TRANSMISSION [redacted] INOP **] [redacted] Ram Heavy [redacted] Heater Rel

(RO) Cause:

COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION AS A THANK YOU FOR YOUR BUSINESS, PLEASE ENJOY UP TO 4 COMPLIMENTARY CAR WASHES ON US! [redacted] AWAY). TO REDEEM YOUR FREE CAR WASHES-DOWNLOAD THE [redacted] APP ON THE [redacted] OR [redacted] -CREATE YOUR ACCOUNT-CLICK ON THE DEALS OR PROMO CODES TAB-ENTER THE REDEMPTION CODE THAT IS LISTED BELOW. [redacted] OFFERS [redacted] INDIVIDUAL AND MONTHLY CAR WASH CLUBS AND WE HAVE THE BEST PRICES IN TOWN! OUR [redacted] WITH STATE-OF-ART EQUIPTMENT CLEANS YOUR VEHICLE QUICKLY AND THOUROUGHLY. THE CODE IS VALID FOR [redacted] BEGINNING THE [redacted] IT IS USED. CODES ARE ONLY VALID USING THE [redacted] APP. REDEMPTION CODE- [redacted] has code [redacted] will need to perform k1 clutch snap ring repair (see [redacted]). has code [redacted]. will need replace k1 clutch. [redacted] Ram Heavy [redacted] Heater Rel

(RO) Correction:

PERFORMED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. has code [redacted], will need to perform k1 clutch snap ring repair (see [redacted]).[redacted] replaced k1 clutch, fill fluid quick learn, test drove and verified repair replaced intake heater relay and verified repair[redacted] |Replace Replace Intake Air Grid Heater Relay

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] Heavy [redacted] Heater Rel [redacted] 1 [[redacted] AISIN TRANSMISSION GEARS 1-4 INOP **]

(Claim) Cause:

[redacted] Heavy [redacted] Heater Rel HAS [redacted]. WILL NEED REPLACE K1 CLUTCH.

(Claim) Correction:

replaced intake heater relay and verified repair,[redacted],Replace REPLACED K1 CLUTCH, FILL FLUID QUICK LEARN, TEST DROVE AND VERIFIED REPAIR

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	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 DODGE RAM TUCSON	***Zone***	[redacted]
Address	4220 E 22ND ST , TUCSON, AZ 85711				

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:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] Multi-point inspection

(RO) Cause:

.

(RO) Correction:

[redacted] Recall replace relay intake airheater LOP [redacted] [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] WE HAVE PERFORMED A COMPLIMENTARYMULTI-POINT INSPECTION ON YOUR VEHICLE. THEINSPECTION SHEET WILL BE PROVIDED ANDDISCUSSED WITH YOU BY OUR SERVICE STAFF, ANYDEFICIENCIES IN YOUR VEHICLES APPEARANCE ORHEALTH WILL BE ELABORATED UPON. IN THE EVENTOF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACTUS FOR CLARIFICATION PERFORM COMPLEMENTARY VEHICLE INSPECTION

(RO) Technical Notes:

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**	KONA AUTO CENTER INC	[redacted]	71 [redacted]
Address	76-6353 KUAKINI HIGHWAY , KAILUA-KONA, HI 96740				

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]	[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]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		15.73	$117.79
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[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]	COOLER	[redacted]			
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	1		15.73	$765.61
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	1		15.73	$78.52
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]			[redacted]	COOLER	1		286.75	$39.26

		propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		15.73	$39.26
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7825.50	$117.79
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	1		15.73	$117.79
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]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	1		[redacted]	[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]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		286.75	$353.36
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

INTERNAL DAMAGE - METAL SHAVINGS

[redacted] Narratives

(Claim) Customer Concern:

VEHICLE MADE A COUPLE LOUD [redacted] SOMETHING BRO KE AND VEHICLE WOULD BARLY MOVE . AND CHECK ENGINE LIGHT CAME ON AT SAME TIME.

(Claim) Cause:

UPDATED [redacted] SOFTWARE AND STILL NO FORWARD GEARS. COMPLETE TEARDOWN, DRAIN TRA NSMISSION AND REMOVED TRANSMISSION PAN FOR INSPECTION. FOUND METAL IN TRANSM ISSION PAN RECOMMEND REPLACE TRASNMISSION AND COOLER AND BACK FLUSH LINES AN D RECHECK TRASMISSION OPERATION.

(Claim) Correction:

REMOVED BOTH FRONT AND REAR DRIVE SHAFTS,ALL WIRING THAT HOOK UP TO TRANSMISIS ON,REMOVED TRANSFER CASE NUTS THEN REMOVED UPPER STUDS FROM TRANSFER CASE,RE MOVED TRASNFER CASE FROM VEH,REMOVED TORQUE CONVERTER BOLT ACESS COVER, REMO VED ALL TORQUE CONVERTER BOLTS,REMOVED TRANSMISSION COOLER LINES ANDREMOVED BE LLHOUSING BOLTS REMOVED TRANSMISSION FROM VEH,INSTALL NEW TRANSMISSIONH TO V EH AND TORQUE TO SPECTS, INSTALL NEW TORQUE CONVERTER BOLTS AND TORQUE TO SP ECTS,R/I EVERYTHING THAT WAAS REMOVED TO PERFORM REPAIRS THRQUE TO SPECTS,REMO VED AIR BOX,UPPER INTAKE COVER,UPPER FRONT GRILL,COOLING FAN SHROUD,COOLING FAN,RADIATOR,THEN REMOVE BOLTS THAT SECURE TRANSMISSION COOLER LINES TO RADI ATOR,AN REMOVED TRANSMISISON COOLER MOUNTING BOLTS,REMOVED TRANSMISISON COOLER ,INSTALL NEW TRANSMISSION COOLER, AND R/I EVERYTHING THAT WAS REMOVED TO PE RFORM REPAIRS AND TESTED CHECKED TRANSMISSION FLUID AND ADJUSTED AS NECESSAR Y. ROAD TEST VIHICLE. ALL CHECK OK

Warranty Claim Report

Vehicle Information

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

Claim Information

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]	LOS	[redacted]
Address	[redacted]				

Condition Information

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

DIAGNOSTIC MILEAGE RECORD COMPLIMENTARY MULTI POINT INSPECTION BO PARTS WARRANTY VEHICLE IS UNABLE TO DRIVE AT THIS TIME WAITING ON PERFORM RECOMMENDED / REQUESTED REPAIR CUSTOMER STATES OPEN CAMPAIGN/RECALL.

(RO) Cause:

INSPECTED AND FOUND TCM OUT OF DATE. REC TO

(RO) Correction:

[redacted] - TRANSMISSION-REPLACE[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE MADE A [redacted] LOUD BANGS LIKE SOMETHING BRO KE AND VEHICLE WOULD [redacted] MOVE . CHECK ENGINE LIGHT ON TOO.

(Claim) Cause:

INSPECTE AND FOUND TCM OUT OF DATE. REC TO UPDATE TCM.

(Claim) Correction:

UPDATED [redacted] SOFTWARE. TESTED STILL NO FORWARD GEARS.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L93 - RAM 5500 CREW CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		41.35	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		41.35	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	WASHER	1		8.97	[redacted]
[redacted]	0	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

		Input Shaft Assembly - Inspect and Replace Snap Ring								
B	[redacted]	Transfer Case ; assembly	58	INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RRT AS REQUIRED RECALL1 PERFORM TRANSMISSION PROVIDE RENTAL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANS WILL NOT MOVE VEH WOULD NOT MOVE AFTER TRANS REPAIR

(Claim) Cause:

FOUND TRANSFER CASE DID NOT HAVE ANY FLUID NO SIGNS OF LEAKING OUT CAUSED INTE SCANNED PERFORMED RRT FOR SNAP RING RNAL DAMAGE

(Claim) Correction:

PERFORMED RRT FOR SNAP RING REPLACED TRANSFER CASE

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			Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1310.19	$189.07
[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]	BOLT	8		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	8		121.38	$189.07
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]			[redacted]5.64	$189.07
[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				BEARING	1		38.91	$189.07
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		365.93	$189.07
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BEARING	1		38.20	$189.07
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1310.19	$47.27
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	8		[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]	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 ; [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]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.70	[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	8		59.26	[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	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		185.64	[redacted]
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]	

RO Narratives

(RO) Customer Concern:

FREE MULTIPOINT INSPECTION CUSTOMER STATES TRUCK AT TIMES IT WONT MOVE AUTO LIVE REPAIR ORDER

(RO) Cause:

F

(RO) Correction:

FREE MULTIPOINT INSPECTION [redacted] Clutch / Input ShaftAssembly - Inspect and Replace Sub-Assembly(3- Highly Skilled)2 - Transmission andTransfer Case [redacted] Shaft Equipped(3 - Highly Skilled)2 - Transmission and Transfer Case [redacted] Skid Plate Equipped(3 - HighlySkilled) 2 - Transmission and Transfer Case0.3 [redacted] Equipped (3 - HighlySkilled)2 - Transmission and Transfer Case1.2 [redacted] INPUT SHAFT ASSEMBLY INSPECT AND REPLACE R&I TRANS FOR [redacted] POPPELOR SHAFT EQ SKID PLATE EQ [redacted] EQ [redacted] INPUT SHAFT ASSEMBLY INSPECT AND REPLACER&I TRANS FOR [redacted] POPPELOR SHAFT EQ SKID PLATE EQ [redacted] EQ AUTO LIVE REPAIR ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S TRUCK AT TIMES WINT MOVE

(Claim) Cause:
CONFIRMED

(Claim) Correction:
MGTR OK REPLACE CLUTCH INPUT

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**	$7,328.04	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	Part 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	7186.35	$114.06
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]	[redacted]				
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[redacted]			
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]6	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	7186.35	$114.06
[redacted]6	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	8		115.53	$114.06
[redacted]6	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with			[redacted]	FLUID AFT	8		115.53	$570.30

		appropriate repair Labor Operation.								
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]				[redacted]
B	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

TRANSMISSION CONCERN OIL AND FILTER CHANGE UP TO [redacted] MULTI-POINT INSPECTION / VEHICLE WALK-AROUND RECALL

(RO) Cause:

verified customer concern, found transmission rrt [redacted]

(RO) Correction:

[redacted] - Transmission DEF equipped [redacted] pick-up only [redacted]

(RO) Technical Notes:

TRANSMISSION NOT MOVE IN FORWARD [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN PUTTING INTO GEAR WILL NOT MOVE CHECK AND ADVISE

(Claim) Cause:

VERIFIED CUSTOMER CONCERN, FOUND TRANSMISSION WOULD NOT MOVE IN FOWARD [redacted].

(Claim) Correction:

REMOVED TRANSMISSION, WHILE REMOVING TRANSMISSION FOUND ALL [redacted] DAMAGED THREADS/CROSS THREADED FROM FACTORY, I HAD TO REMOVED CONVERTER BOLT S WITH TORCH. COMPLETED REMOVING TRANSMISSION AND THEN REINSTALLED NEW TRANSMI SSION AND FILLED TRANSMISSION AND PERFORMED QUICKLEARN AND TEST DROVE AND CO NFIRMED REPAIRS

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	D28L92 - RAM 3500 [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	6850 MOUNT ZION BLVD , MORROW, GA 30260		

Condition 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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	[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]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	WASHER	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	LUBRICANT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		42.47	$205.57
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[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			68019782AA	SEAL 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]	LUBRICANT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1222.33	$34.26
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	4		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[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]	
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]	LUBRICANT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		42.47	$34.26
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]	[redacted]
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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		6.83	[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]	WASHER	1		8.08	[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]	LUBRICANT	[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]	
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		27.64	$788.03
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		23.98	$788.03
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]		4		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	LUBRICANT	[redacted]			[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]		4		[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]	BOLT	6		[redacted]	
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

VEHICLE WAS TOWED IN [redacted], NO KEY. PLEASE CUT AND PROGRAM KEY. CUSTOMER STATES WHILE DRIVING THE VEHICLE STOPPED PULL ING WILL NOT MOVE IN GEAR. CUT AND PROGRAM [redacted] [redacted] FLASH UPDATE RELATES TO RRT. [redacted] RECALL HARSH SHIFT AND JERKING PRESENT. STAR CASE SUBMITTED

(RO) Cause:

VERIFIED VEHICLE WILL NOT MOVE FORWARD IN DRIVE. REVERSE OPERATES PROPERLY. PULLED VEHICLE INTO SHOP AND SCANNED FOR CODES. FOUND DTCS PRESENT FOR [redacted] [redacted], [redacted] [redacted], [redacted], PCM [redacted], ABS [redacted], [redacted], [redacted], D[redacted] U0402, U0415, ASCM [redacted] [redacted], ANC [redacted], ITBM U0415-[redacted], CHECKED TRANSMISSION FLUID LEVEL AND FOUND NO BE IN GOOD CONDITION, AND IN PROPER RANGE. FOUND [redacted] FLASH AND [redacted] THAT RELATES TO CONCERN. WILL PERFORM RRT AND [redacted] FLASH THEN TEST DRIVE TO VERIFY REPAIRS. [redacted] [redacted] [redacted] 0.2 [redacted] [redacted] 0.3 [redacted] 0.6 [redacted] 1.2 REQUIRES [redacted] FLASH AND QUICKLEARN UPON COMPLETION OF [redacted] OLD NUMBER [redacted]. [redacted] RECALL

(RO) Correction:

REMOVED BOTH DRIVESHAFTS, TRANSFER CASE, DEF TANK, SUPPORTS, AND EXHAUST CAT TO ACCESS TRANSMISSION. REMOVED TRANSMISSION ASESMBLY. REMOVED TORQUE CONVERTER, PUMP AND K1 CLUTCH ASSEMBLY. VERIFIED SPAP RING HAS BECOME DISLODGED AND [redacted] CLUTCHES LOOSE IN HOUSING. REPLACED [redacted] CLUTCH ASSEMBLBY. ADDED NEW SEALS AND GASKETS. VERIFIED PROPER END PLAY SPECS. LUBRICATED THRUST WASHERS AND SHAFTS WITH TRANS LUBE. REINSTALL PUMP AND TORQUE CONVERTER. REINSTALLED TRANSMISSION, TRANSFER CASE, CATALYTIC CONVERTER, SUPPORTS DRIVE SHAFTS WITH NEW BOLTS. INSTALLED NEW TORQUED CONVERTER BOLTS. REINSTALLED DEF TANK. TORQUED ALL BOLTS TO SPECS. TOPPED OF TRANSFER CASE AND TRANSMISSION TO PROPER FLULD LEVELS. CLEARED DTCS. UPON PERFORMING [redacted] FLASH UPDATE AND [redacted] QUICKLEARN ON LINE [redacted], TEST DROVE AND VERIFIED VEHICLE WILL NOW PULL IN DRIVE. HOWEVER UPON TEST DRIVE FOUND TRANSMISSION JERK PRESENT AND HARSH SHIFTS IN LOWER GEARS. NO DTCS RETURN OR BECOME PRESENT. VERIFIED PROPER FLUI

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] FLASH UPDATE RELATES TO RRT. VEHICLE WAS TOWED IN [redacted], NO KEY. PLEASE CUT AND PROGRAM KEY. CUSTOMER STA VEHICLE WAS TOWED I[redacted], NO KEY. PLEASE CUT AND PROGRAM KEY. CUSTOMER STA VEHICLE WAS TOWED IN [redacted], NO KEY. PLEASE CUT AND PROGRAM KEY. CUSTOMER STA VEHICLE WAS TOWED IN [redacted], NO KEY. PLEASE CUT AND PROGRAM KEY. CUSTOMER STA

(Claim) Cause:

REQUIRES [redacted] FLASH AND QUICKLEARN UPON COMPLETION OF [redacted]O VERIFIED VEHICLE WILL NOT MOVE FORWARD IN DRIVE. REVERSE OPERATES PROPERLY. PU VERIFIED VEHICLE WILL NOT MOVE FORWARD IN DRIVE. REVERSE OPERATES PROPERLY. PU VERIFIED VEHICLE WILL NOT MOVE FORWARD IN DRIVE. REVERSE OPERATES PROPERLY. PU VERIFIED VEHICLE WILL NOT MOVE FORWARD IN DRIVE. REVERSE OPERATES PROPERLY. PU

(Claim) Correction:

PERFORMED [redacted] FLASH UPDATE, NEW NUMBER[redacted]. PERFORMED [redacted] QUICKLEARN. REMOVED BOTH DRIVESHAFTS, TRANSFER CASE, DEF TANK, SUPPORTS, AND EXHAUST CAT T REMOVED BOTH DRIVESHAFTS, TRANSFER CASE, DEF TANK, SUPPORTS, AND EXHAUST CAT T REMOVED BOTH DRIVESHAFTS, TRANSFER CASE, DEF TANK, SUPPORTS, AND EXHAUST CAT T REMOVED BOTH DRIVESHAFTS, TRANSFER CASE, DEF TANK, SUPPORTS, AND EXHAUST CAT T

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] LIMITED 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	$1,106.88	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]		**Name**	[redacted] JEEP DODGE	**Zone**	7[redacted]
Address	523 WEST MAIN STREET , AMERICAN FORK, UT 84003				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		56.58	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	CLUTCHKIT	1	X	1232.31	[redacted]
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	4		48.02	[redacted]
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		8.14	[redacted]
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		344.17	[redacted]
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		[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]	BOLT	[redacted]			
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	

B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[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]	FLUID AFT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	[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	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	1		[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]	FLUID AFT	1		14.27	[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]	SEAL RING	4		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	[redacted]
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]	FLUID AFT	6		[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]	FLUID AFT	5		71.35	$737.93

B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		56.58	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		14.27	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	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 Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE TRANSMITTAL CHECK FOR OUTSTANDING RECALLS WITH FACTORY. TRANSMISSION CONCERN NOTES

(RO) Cause:

recall

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] [redacted] TRUCKS [redacted] CUMMINS NO VEHICLE HAS POWER BUT WILL NOT ENGAGE INTO DRIVE. WIL L GO INTO REVERSE START

(Claim) Cause:

K1 CLUTCH SNAP RING DISLODGED REPLACED STARTED NUT AS PER RECALL INSTRUCTIONS

(Claim) Correction:

REPLACED STARTED NUT AS PER RECALL INSTRUCTIONS ROAD TESTED TO DUPLICATE CUSTOMER CONCERN. TRANSMIS SION WOULD ENGAGE REVERSE NORMALLY BUT WOULD TAKE A [redacted] TRANS TO ENGAGE FORWARD GEARS(LIMP IN). HAD [redacted], [redacted]. NO APPLICABLE UPDATES FOR TH IS CONCERN. FLUID LEVEL AND CONDITION NORMAL. REMOVED TRANS FOR TEARDOWN AND INSPECTION. FOU ND [redacted] CLUTCH SNAPRING DISLODGED AND K2 HUB DAMAGED. REPLACED K1 CLUTCH KIT, K2 HUB, INPUT SHAFT SEALS, PUMP GASKET, THRUST RACE, DRIVELINE BOLTS, TO RQUE CONVERTER BOLTS. [redacted]. RE INSTALLED TRANS, FILLED WITH FLUID, PERFORMED QUIC K LEARN AND ROAD TESTED TO VERIFY REPAIR.

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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***	70[redacted]
Address	1724 HILTON DR , ST GEORGE, UT 84770				

Condition 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	RELAY	1	X	43.96	$25.35[redacted]

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE TRANSMITAL PERFORM OPEN RECALL # TRANSMISSION/TRANSFER CASE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANS DOES NOT SHIFT [redacted] DJ/D2/DD/DP TRUCKS [redacted] CUMMINS NO START

(Claim) Cause:

[redacted] DJ/D2/DD/DP TRUCKS [redacted] CUMMINS NO START TRANSMISSION HAS NOT FORWARD GEARS ONLY REVERSE. PERFORMED TRANSMISSION DIAG NOSTIC. DETERMINED K1 CLUTCH HAS FAILED AS OUTLINED IN BULLETIN [redacted]

(Claim) Correction:

[redacted] 22MY DJ/D2/DD/DP TRUCKS [redacted] NO START REMOVED TRANSMISSION AND REPLACED K1 CLUTCH. REINSTALLED AND FILLED WITH FLUID . UPDATED TCM FROM [redacted] TO AC. CLEARED CODES, PERFORMED QUICK LEARN AND DRIVE VERIFICATION

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L63 - RAM 5500 REG CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	HIGHWAY 71 AND 52 , BUTLER, MO 64730		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

DATA PROCESSING FEE CUSTOMER STATES PERFORM OPEN RECALL

(RO) Cause:

[redacted] applies [redacted] Ram Heavy Duty Grid Heater Rel

(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**	DP0L94 - RAM 5500 [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**	[redacted]	ORLANDO
Address	5455 S UNIVERSITY DR , DAVIE, FL 33328		

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]
[redacted]7		Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

Thank You for being a UniversityDodge Ram VIP Rewards Beneficiary Earning You 3% Loyalty Cash On Paidservices !!!!!!!!!! **MULTI-POINT INSPECTION - QUICK SERVICE** REPLACE BATTERY [VEHICLE WONT START] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

.

(RO) Correction:

Thank You for being a University Dodge Ram VIP Rewards Beneficiary Earning You 3% Loyalty Cash On Paid services !!!!!!!!!! ***Thank You for being a University Dodge Ram VIP Rewards Beneficiary Earning You 3% Loyalty Cash OnPaid services. For service questions or to book your next appointment, youmay reach us at servicesupport@universitydodge.com !!!!!!!!!!*** **MULTI-POINT INSPECTION - QUICK SERVICE** MISCLEAN **MULTI-POINT INSPECTION - QUICK SERVICE** LUBE-OIL-GREASE CHARGES [redacted] Customer states vehicle had to bejumped tech tested the battery with maximusand it failed tech replaced battery vehiclestarts without hesitation REPLACE BATTERY [VEHICLE WONT START] REPLACE BATTERY *** BATTERY FAILS TEST *** 12 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)

(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 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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]	**Zone**	[redacted]
Address	2551 STATE ROUTE 40 , GREENWICH, NY 12834				

Condition Information

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

RO Narratives

(RO) Customer Concern:

TEST AND CHARGE BATTERY - RECORD STATE OF CHARGE AND ATTACH GR8 REPORT.

(RO) Cause:

BATTERY MAINTENANCE

(RO) Correction:

TESTED AND CHARGED BATTERY WITH GR8 TESTER PER NEW VEHICLE PREP DASHBOARD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TEST AND CHARGE BATTERY - RECORD STATE OF CHARGE AND ATTACH GR8 REPORT.

(Claim) Cause:

BATTERY MAINTENANCE

(Claim) Correction:

TESTED AND CHARGED BATTERY WITH GR8 TESTER PER NEW VEHICLE PREP DASHBOARD

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted]	LIMITED CREW CAB	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]	[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] OF [redacted]	**Zone**	[redacted]
Address	2551 STATE ROUTE 40 , GREENWICH, NY 12834				

Condition Information

Condition [redacted]	[redacted]	Desc	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	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:

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

(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

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***	STONERIDGE [redacted] OF	***Zone***	[redacted]
Address	6701 AMADOR PLAZA RD , DUBLIN, CA 94568				

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted] CHECK SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted] CHECK SERVICE SO	[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted] CHECK SERVICE SO	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted] CHECK SERVICE SO	[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped		[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped		[redacted]	BOLT	6		31.85	$53.14
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped		[redacted]	FLUID AFT	2		152.40	$53.14
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped		[redacted]	COOLER	1		342.84	$53.14
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]		[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]		[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]		[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]		[redacted]	COOLER	1		342.84	[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	[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	[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]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	[redacted]			
A	[redacted]1	Digital Imaging ; Process time			[redacted]	FLUID AFT	2		152.40	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		342.84	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE RIGHT AWAY WHEN SHIFTED INTO DRIVE. CHECK AND ADVISE. SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT _____LF ____RF ____LR ____RR MULTI-POINT INSPECTION CUSTOMER STATES THERE IS A WHINING NOISE COMING FROM THE AXLES. CHECK AND ADVISE.

(RO) Cause:

TIRE PRESSURE MPI COMPLETE - SEE ATTACHED SHEET

(RO) Correction:

[redacted] Inspected vehicle for transmissionnot going into gear right away and confirmedissue is present. Inspected for stored codesand found stored code [redacted] and [redacted] forgear ratio 1 and 2. Took fluid sample fromtransmission and found oil is contaminatedwith metal. Removed transmission pan andfound metal chunks at the bottom of pan.Recommend replacing transmission and coolerto address issue. [redacted]: Removed andreplaced transmission, [redacted] wasremoved to remove transmission, transfercasewas removed and reinstalled. Removed andreplaced transmission oil cooler. Topped offtransmission fluid and performed transmissionquick learn. Test drove vehicle and foundvehicle operates as manufactured. No furtheractions required. TECH DIAGNOSIS [redacted]6 Set tire pressure @ [redacted] SET AND ADJUST TIRE PRESSURE TO FACTORY SPECSAND DOCUMENT _____LF ____RF ____LR ____RR SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT _____LF ____RF ____LR ____RR [redacted] Performed MPI, tires @ [redacted]32nd,Brakes @ [redacted] MULTI-POINT INSPECTION [redacted] Test drove vehicle aftertransmission replacement and found noabnormal noise coming from either front orrear axles. Vehicle operates as manufactured. TECH DIAGNOSIS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE RIGHT AWAY WHEN SHIFTED INTO DRIVE. CHEC K AND ADVISE.

(Claim) Cause:

INSPECTED VEHICLE FOR TRANSMISSION NOT GOING INTO GEAR RIGHT AWAY AND CONFIRME D ISSUE IS PRESENT. INSPECTED FOR STORED CODES AND FOUND STORED CODE [redacted] A ND [redacted] FOR GEAR RATIO 1 AND 2. TOOK FLUID SAMPLE FROM TRANSMISSION AND FOUND OIL IS CONTAMINATED WITH METAL. REMOVED TRANSMISSION PAN AND FOUND METAL CH UNKS AT THE BOTTOM OF PAN. RECOMMEND REPLACING TRANSMISSION AND COOLER TO AD DRESS ISSUE.

(Claim) Correction:

[redacted]: REMOVED AND REPLACED TRANSMISSION [redacted] WAS REMOVED TO REMOVE TRANSMISSION, TRANSFERCASE WAS REMOVED AND REINSTALLED. REMOVED AND R EPLACED TRANSMISSION OIL COOLER. TOPPED OFF TRANSMISSION FLUID AND PERFORMED TRANSMISSION QUICK LEARN. TEST DROVE VEHICLE AND FOUND VEHICLE OPERATES AS MA NUFACTURED. NO FURTHER ACTIONS REQUIRED.

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	3835 S COLLEGE AVE , FORT COLLINS, CO 80525		

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	Radio/Telematics Gateway Module ; Exchange unit	[redacted]	INTERNAL DEFECT	[redacted]	RADIO	1	X	[redacted]	
[redacted]	Supplier Radio Repair Payment ; Radio Exchange Markup			[redacted]	RADIO	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 TO PLEASE REPLACE THE RADIO. PARTS [redacted]. PLEASE ADVISE.

(Claim) Cause:

RADIO IS INTERNALLY SHORTED

(Claim) Correction:

TEST DROVE AND VERIFIED RADIO WILL RANDOMLY RESET ALONG TEST DRIVE. CHECKED FO R UPDATES ON THE RADIO AND FOUND NO UPDATES. REMOVED RADIO AND VERIFIED PROP ER WIRING. RADIO IS INTERNALLY SHORTED. REMOVED

AND REPLACED RADIO. PERFORME D CONFIGURATION AND RADIO RESETS TO THE VEHICLE. VERIFIED PROPER OPERATION A ND REPAIR.

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]			[redacted]	
[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			27.50	$93.71
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$93.71
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[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]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] / [redacted] Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] / [redacted] 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] /	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]			[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]			[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	4		64.93	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]			[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]T	1	X	1401.65	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	4		64.93	[redacted]

RO Narratives

(RO) Customer Concern:

C/S: CHECK TRANSMISSION HARD SHIFT - IN REDUCED POWER - CHECK ENGINE LIGHT IS ON check for open recall [redacted] GRID HEATER RELAY [redacted] LOANER PROGRAM CONT RA[redacted]

(RO) Cause:

PERFORMED DIAGNOSTIC TEST FOUND K1 SNAP RING LOOSE PART WILL NEED TO BE ORDERED CUSTOMER SERVICE

(RO) Correction:

CORRECTION removed/disassembled trans and verified K1 snap ring popped out, clutch seal torn. R&R K1 clutch assembly.replaced with revised parts per [redacted] rev a road tested no further issues encountered Reassembled/reinstalled trans. Flashed TCM [redacted] to AB a per [redacted]. Filled trans and performed quicklearn. Road tested, OK [redacted] CUSTOMER IS INTRANSIT WILL ARRANGE TO BE PERFORMED BACK HOME NO SERVICE PERFORMED SUBLET ENTERPRISE [redacted] OFFICE

(RO) Technical Notes:

SPECIAL ORDE[redacted] [redacted] ORDER[redacted]

GCS Narratives

(Claim) Customer Concern:

CHECK ENG LIGHT, TRANS HARD SHIFT, REDUCED POWER

(Claim) Cause:

PERFORMED DIAGNOSTIC TEST FOUND K1 SNAP RING LOOSE

(Claim) Correction:

CORRECTION REMOVED/DISASSEMBLED TRANS AND VERIFIED [redacted] SNAP RING POPPED OUT, C LUTCH SEAL TORN. R&R K1 CLUTCH ASSEMBLY.REPLACED WITH REVISED PARTS PE[redacted] A ROAD TESTED NO FURTHER ISSUES ENCOUNTERED

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	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] JEEP OF SMOKEY [redacted]	**Zone**	[redacted]
Address	16610 SMOKE [redacted] BLVD , ARLINGTON, WA 98223				

Condition Information

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

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE RADIO WILL MAKEA LOUD NOISE AND GO BLACK INTERMITTETNLY, CHECK AND ADVISE CUSTOMER REQUEST FOR PARTS FOR HEATER GRID RELAY RECALL TO BE ORDERED FOR HIM MULTIPLE [redacted] VEHICLE INSPECTION. ESSENTIAL CARE SYNTHETIC DIESEL / [redacted] / [redacted] CUSTOMER REQUESTS [redacted] SERVICE CONTRACT LUBE AND OIL CHANGE SERVICE. TOP OFF FLUIDS AND SET TIRE PRESSURES

(RO) Cause:

NA

(RO) Correction:

MAINTENANCE RECALL MULTIPLE [redacted] VEHICLE INSPECTION. ESSENTIAL CARE SYNTHETIC DIESEL / [redacted] / [redacted] / [redacted] / SYNTHETIC DIESEL ESSENTIAL CARE SYNTHETIC DIESEL / [redacted] / [redacted] [redacted] SHOP CHARGES CUSTOMER REQUESTS [redacted] SERVICE CONTRACTLUBE AND OIL CHANGE SERVICE. TOP OFF FLUIDS AND SET TIRE PRESSURES CUSTOMER REQUESTS [redacted] SERVICE CONTRACT LUBE AND OIL CHANGE SERVICE. TOP OFF FLUIDS AND SET TIREPRESSURES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

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]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]	[redacted] Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	CONVERTER	1	X	2191.58	[redacted]
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	[redacted]			
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
B	[redacted]	Seal, crankshaft front oil ; [redacted] diesel engine	[redacted]		[redacted]	SEAL	1	X	[redacted]	
B	[redacted]	Seal, crankshaft front oil ; [redacted] diesel engine	[redacted]		[redacted]	ADHESIVE	[redacted]			

RO Narratives

(RO) Customer Concern:

GENERAL SYSTEM DIAGNOSIS [redacted] CONCERN (HEAVY LINE) MULTI-POINT INSPECTION / VEHICLE WALK-AROUND

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON CHECK AND ADVISE CUSTOMER STATES ENGINE IS LEAKING OIL CHECK AND ADVISE

(Claim) Cause:

VERIFEID CUSTOMER CONCERN, FOUN[redacted]'S [redacted], [redacted], [redacted], FOUND DPF CLOGGED VERIFIED CUSTOMER CONCERN, FOUND FRONT CRANK SEAL LEAKING, AND WOULD NOT COMPLETE FORCE REGEN,

(Claim) Correction:

REMOVED FRONT COVER AND RESEALED AND REPLACED FRONT CRANK SEAL AND TEST DROVE AND CONFIRMED REPAIRS REMOVED DPF AND DOWNSTREAM EGT SENSOR SEIZED IN DPF, REPLACED DPF AND THE EGT AND TEST DROVE AND CONFIRMED REPAIRS

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**	$1,587.17	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	500 W [redacted] BLVD , [redacted], CA 92373		

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]/AS69RC ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]/AS69RC ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		139.98	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]/AS69RC ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	[redacted]			[redacted]	
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]	[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]	[redacted]

RO Narratives

(RO) Customer Concern:

YOUR TIRE PRESSURE WILL BE SET TO THE FACTORY SPEC THE FOLLOWING RECOMENDATIONS HAVE BEEN MADE BY OUR VISUAL MULTI-POINT INSPECTION. SEE ATTACHED INSPEC RECALL AS PER WARRANTY RECALL AS PER WARRANTY CUSTOMER STATES RECALL AS PER WARRANTY

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOWED IN, VEH WILL NOT MOVE

(Claim) Cause:

FLUID BURNT [redacted] SNAP RING OUT OF DRUM

(Claim) Correction:

REPLACE INPUT ASSEMBLY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD3L93 - RAM 3500 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**	[redacted] OF [redacted]	**Zone**	[redacted]
Address	3939 US HWY 19 , [redacted] ; FL 34652				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; One or Both (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

FREE [redacted] COMPLIMENTARY MULTI-[redacted] INSPECT DRIVABILITY

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

TRANSMISSION FLARES

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION CONCERN WHEN IT COMES TO [redacted] AND [redacted] GE AR THE RPMS ARE GOING UP

(Claim) Cause:

VERIFIED CONCERN-FOUND TRANSMISSION FLARES BETWEEN 4-5-CONTACTED STAR-ORDERED COMPLETE TRANSMISSION. STAR CASE [redacted] ATTACHED TO RO ALONG WITH TRA NS WORK SHEET

(Claim) Correction:

REPLACED TRANSMISSION WITH COMPLETE [redacted]. TEST DROVE [redacted] OPERATING AS DESI GNED AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted] ANDREWS INC	***Zone***	66 [redacted]
Address	2388 GULF TO BAY BOULEVARD , CLEARWATER, FL 33765				

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Display/Integrated Center Stack; Diagnostic; Trouble Not Found	OD							[redacted]
		Loaner Car ; Standard Line Vehicles								

RO Narratives

([redacted]) Customer Concern:

[redacted] [[redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 6 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Electrical Concern [CUSTOMER STATESALERT ON DASH FOR PRESS BRAKE AND PUSH TO START, IS STAYING ILLUMINATED EVEN AFTER THE VEHICLE HAS BEEN SHUT OFF FOR EXTENDED PERIODS OF TIME. PLEAEE INSPECT ANDADVISE.] [redacted]

([redacted]) Cause:

[redacted]

([redacted]) Correction:

[redacted] NO WORK DON[redacted] [[redacted] AISIN TRANSMISSIONGEARS 1-4 INOP **] RAPID RESPONSE [redacted] NO WORK DONE Recall / Customer Satisfaction Notification6 [Safety Recall [redacted]- Intake Air Grid Heater Relay **] RECALLS [redacted] VERIFIED CUSTOMER CONCERN. FOUNDCLUSTER STAYING AWAKE FOR EXTENDED TIME AFTERIGNITION IS TURNED OFF. FOUND STAR [redacted] APPLICABLE TO CONCERN. DOWNLOADEDRADIO UPDATE PER STAR CASE. UNABLE TOTRANSFER RADIO UPDATE TO FLASH DRIVE AT THISTIME. RELEASING VEHICLE TO CUSTOMER. CUSTOMERTO RETURN AT LATER DATE FOR SOFTWARE UPDATE. Electrical Concern [CUSTOMER STATES ALERT ONDASH FOR PRESS BRAKE AND PUSH TO START, IS STAYINGILLUMINATED EVEN AFTER THE VEHICLE HAS BEEN SHUTOFF FOR EXTENDED PERIODS OF TIME. PLEAEE INSPECT AND ADVISE.] ELECTRICAL SUBLET RA SUBLET SUBLET REPAIRS

([redacted]) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ALERT ON DASH FOR PRESS BRAKE AND PUSH TO START, IS STAYING I LLUMINATED EVEN AFTER THE VEHICLE HAS BEEN SHUT OFF FOR EXTENDED PERIODS OF T IME. PLEAEE INSPECT AND ADVISE.]

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. FOUND CLUSTER STAYING AWAKE FOR EXTENDED TIME AFTE R IGNITION IS TURNED OFF. FOUND STAR CASE [redacted] APPLICABLE TO CONCERN

(Claim) Correction:

DOWNLOADED RADIO UPDATE PER STAR CASE. UNABLE TO TRANSFER RADIO UPDATE TO FLA SH DRIVE AT THIS TIME. RELEASING VEHICLE TO CUSTOMER. CUSTOMER TO RETURN AT L ATER DATE FOR SOFTWARE UPDATE

Warranty Claim Report

Vehicle Information

[redacted]	[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	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	, ,		

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	52.31	$32.30 [redacted]

RO Narratives

(RO) Customer Concern:

GENERAL CONCERNS RECALLS DEALER RENTAL / ALTERNATE TRANSPORTATION FULL SYNTHETIC OIL CHANGE BETTER PERFORMANCE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

PART NUMBER, [redacted] ORDER [redacted] CAMPAINGE/RRT PART NO VOR SHOWES

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND THE VEHICLE WOULD CLUNK WHEN GOING INTO GEAR AND REVS HIGH BUT DOES NOT MOVE IN DRIVE

(Claim) Cause:

UPON INSPECTION I FOUND [redacted] AND THE VEHICLE WOULD NOT PULL FORWARD

(Claim) Correction:

I PERFORME [redacted] AND ALSO, FLASHED THE TCM

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]	[redacted]t	[redacted]00	**Total Paid**	[redacted]

Dealer Information

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

Condition 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	RELAY	1	X	59.31	$38.60

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] Nut, Starter- Replace [redacted] RECALL [redacted] Replace Relay, IntakeAir Heater [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 ENGINE 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 FROMENGINE 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]-VOR-[redacted] PPORT RENTAL DAYS. PART [redacted] ORDERED ON [redacted] AND RECEIVED ON [redacted] WITH [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]. VERIFIED NO PIN PUSH OUT AT TRANSMISSION CONNECTOR, [redacted] 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***	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]	***Name***	[redacted]	***Zone***	6[redacted]
Address	HIGHWAY 27 NORTH , LAFAYETTE, GA 30728		

Condition Information

Condition [redacted]	[redacted] ***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted] Actuator, Electronic Fuel Control ; 6.7 liter diesel engine	X0	VALVE DEFECT	6[redacted]	ACTUATOR	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT ON - DIAGNOSE AND ADVISE

(RO) Cause:

FUEL RAIL ACTUATER

(RO) Correction:

PERFORMED TEST AND FOUND ACTUATER HAD POWER AND GROUNDS REPLACE ACTUATER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LAMP ON

(Claim) Cause:

[redacted]

(Claim) Correction:

TEST AND REPLACE FUEL RAIL ACTUATER

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	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 RAM	***Zone*** [redacted]
Address	500 W REDLANDS BLVD , REDLANDS, CA 92373		

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 Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

YOUR TIRE PRESSURE WILL BE SET TO THE FACTORY SPEC THE FOLLOWING RECOMENDATIONS HAVE BEEN MADE BY OUR VISUAL MULTI-POINT INSPECTION. SEE ATTACHED INSPEC RECALL AS PER WARRANTY RECALL AS PER WARRANTY CUSTOMER STATES RECALL AS PER WARRANTY

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOWED IN, VEH WILL NOT MOVE

(Claim) Cause:

FLUID BURNT[redacted] SNAP RING OUT OF DRUM

(Claim) Correction:

REPLACE INPUT ASSEMBLY

Warranty Claim Report

Vehicle Information

VI	[redacted]	***Year***	[redacted]	***Body***	D28P91 - 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	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[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	$35.51[redacted]

RO Narratives

(RO) Customer Concern:
COMPLETE OPEN 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

[redacted]	[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 [redacted]	[redacted]
Build Date	[redacted]		**Plant**	SALTILLO 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]	**Zone**	71 LOS ANGELES
Address	1145 WEST YOSEMITE , MANTECA, CA 95336				

Condition Information

Condition			Failure	Failure	Number	Part Name	Part Quantity	Failed	Expense	Expense
[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] 4 pick-up only			[redacted]	[redacted]			89	$110.66
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	CLUTCHKIT	1	X	1217.85	$110.66
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	SEAL RING	1		6.80	$110.66
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		30.36	$110.66
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		37.08	$110.66
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	WASHER	1		8.05	$110.66
A	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			05189977AD	FLUID AFT	3		171.48	$110.66
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[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]	BOLT	4		[redacted]	
[redacted] 0	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	[redacted]			

		[redacted]C ; 4X4 equipped								
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 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			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[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	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			06509166AA	BOLT	4		[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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	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]	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			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	9		[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	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[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]	[redacted]
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]	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	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]	BOLT	6		23.89	$848.38
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	BOLT	9		[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]	BOLT	1		6.89	[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]		4		27.54	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		56.41	[redacted]
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		[redacted]	
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		37.08	[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]	WASHER	1		8.05	[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]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: SAYS HE HEARD A LOUD CLUNK WHILE DRIVING AND NOW VEHICLE WILL ONLY REVERSE. SAYS WHEN SCANNED [redacted] COMES UP CHECK AND ADVISE CHECK AND INFLATE [redacted] TO THE RECOMMENDED TIRE PRESSURE RATING.INDICATE ON THE VEHICLE SERVICE INVOICE THE TIRE PRESSURE MEASUREMENTS AFTER THE SERVICES WERE PERFORMED. FREE MULTIPOINT VEHICLE INSPECTION

(RO) Cause:

CONFIRMED CONCERN FOUND CODE PRESET FOR GEAR RATIOS ON [redacted] AND [redacted] REV. A PRESENT TO CORRECT CONCERN, PARTS ORDERED

(RO) Correction:

K1 Clutch / Input ShaftAssembly - Inspect and REPLACED ASSEMBLY, RE INSTALLED TRANSMISSION AND FLUID SET TO LEVEL. TRANSMISSION IS EQUIPPED WITH SKID PLATE, [redacted], DEF SYSTEM AND ALSO [redacted] DRIVE SHAFT. TRUCK IS A [redacted] LABOR OPS ..... [redacted]-62Two Piece Propeller Shaft Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case0.2 [redacted] 21 0A-61Skid Plate Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case0.3 [redacted] 21 [redacted]01-69DEF Equipment [redacted] [redacted] pick-up only(3 - Highly Skilled)2 - Transmissionand Transfer Case0.6 [redacted] TIRE PRESS [redacted] MULTI POINT INSP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES: SAYS HE HEARD A LOUD CLUNK WHILE DRIVING | | AND NOW VEHICLE WILL ONLY REVERSE. SAYS WHEN SCANNED CODE | | [redacted] COMES UP | | CHECK AND ADVISE | |

(Claim) Cause:

CONFIRMED CONCERN FOUND CODE PRESET FOR GEAR RATIOS ON [redacted] | | [redacted] AND [redacted] REV. A PRESENT TO CORRECT | | CONCERN, REMOVED TRANSMISSION AND DISASSEMBLED FOUND K1 | | CLUTCH SNAP RING OUT OF PLACE AND CLUTCHES OUT OF BASKET

(Claim) Correction:

K1 CLUTCH / INPUT SHAFTASSEMBLY - INSPECT AND REPLACED | | 2. [redacted] ASSEMBLY, RE INSTALLED TRANSMISSION AND FLUID SET TO LEVEL. | | 3. TRANSMISSION IS EQUIPPED WITH SKID PLATE, [redacted], DEF SYSTEM | | 4. AND ALSO [redacted] DRIVE SHAFT. TRUCK IS A [redacted] LABOR OPS | | 5. ..... [redacted]62TWO [redacted] PROPELLER SHAFT EQUIPPED(3 - | | 6. HIGHLY SKILLED)2 - TRANSMISSIONAND TRANSFER CASE0.2 | | 7. HRS. [redacted] PLATE EQUIPPED([redacted] SKILLED) 2 - | | 8. TRANSMISSIONAND TRANSFER CASE0.3 HRS.21[redacted]-01-69DE F | | 9. EQUIPMENT [redacted] [redacted] PICK-UP ONLY([redacted] SKILLED)2 - | |10. TRANSMISSIONAND TRANSFER [redacted] HRS

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted]	LIMITED [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] JEEP	***Zone***	[redacted]
Address	13500 VETERANS MEMORIAL PKWY , WENTZVILLE, MO 63385				

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:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall Customer Satisfaction Notification [redacted] Ram Heavy Duty Gri

(Claim) Cause:

OPEN RECALL

(Claim) Correction:

COMPLETED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted]	LIMITED [redacted]	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] JEEP	***Zone***	51 [redacted]
Address	13500 VETERANS MEMORIAL PKWY , WENTZVILLE, MO 63385				

Condition Information

Condition [redacted]		***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	Maintenance Interval - Schedule B ; 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:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

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

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] JEEP RAM	**Zone**	71 [redacted]
Address	545 ADOBE RD , [redacted] , CA 96080				

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	BOLT	[redacted]			
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	LUBRICANT	[redacted]			[redacted]
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	LUBRICANT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] NO MIL ONTRANSMISSION SHIFTS NORMAL TRANSFER CASEFEELS LIKE IT IS IN [redacted] LOW RAISED VEHICLE INAIR VERIFIED LOCKED IN 4 LOW WITH TRUCKSHOWING [redacted] DRAINED FLUID FULL OF METAL ANDFLUID BURNT ORDE[redacted] NEW T CASE REMOVED OLDTRANSFER CASE INSTALLED NEW TRANSFER CASEASSEMBLY FILLED WITH FLUID TEST DROVE TRANSSHIFTS PROPERLY AND TRANSFER CASE OPERATESPROPERLY AUTOMATIC TRANSMISSION CONCERN CHECK TIRE PRESSURE & SETTO FACTORY SPECS(PER CALIFORNIA REGULATION [redacted])

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW I WILL NOT MOVE

(Claim) Cause:

TRANSFER CASE

(Claim) Correction:

DIAG TRANMISION OK STUCK IN [redacted] LOW FULL OF METAL INTERNAL FAILURE-REPLACE TRA NSFER CASE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB
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**	TIM SHORT CHRYSLER DODGE JEEP [redacted]	**Zone**	[redacted]
Address	9413 E HIGHWAY 60 , SALT LICK, KY 40371				

Condition Information

Condition [redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	CLUTCHKIT	1		1027.60	$50.95
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		144.69	$50.95
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	BODY ASSY	1	X	[redacted]	
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	WIRING	1		390.60	$50.95
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	FILTER	1		109.69	$50.95
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	GASKET	1		44.31	$50.95
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		95.20	$50.95
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	GREASE	1		49.91	$50.95
[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]	CLUTCHKIT	1		1027.60	$101.89
[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	3		144.69	$101.89
[redacted]	Transmission, Remove and install for recondition -			[redacted]	BODY ASSY	1	X	[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68224246AA	WIRING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68224232AA	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		[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 ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1		[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]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68224246AA	WIRING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68224232AA	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		23.24	$390.59
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[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]	CLUTCHKIT	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		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]	FLUID AFT	3		144.69	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BODY ASSY	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]	WIRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		95.20	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		49.91	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted]			[redacted]	BOLT	4		[redacted]	

		[redacted] (3 - Highly Skilled)								
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BOLT	4		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FILTER	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BOLT	6		20.16	$33.96
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		390.60	$33.96
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	8		95.20	$33.96

A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GREASE	1		49.91	$33.96
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	4		[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]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GREASE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LAMP ON AND VEHC LE SHIFTS HARD AND DONT SEEM TO TAKE FUEL ADVISE PO751 GEAR RATIO CODES IN SYSTEM, VALVE BODY, HARNESS AND CLUTCH KIT FAILURE REPLACED VALVE BODY, WIRING HARNESS, AND CLUT CH KIT ([redacted]) CUSTOMER STATES PERFORM [redacted] VEHICLE INSP ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON AND VEHICLE SHIFTS HARD, DOESNT SEEM TO WANT TO TAKE FUEL

(Claim) Cause:

[redacted] ACTIVE IN SYSTEM,CHECK LINEAR SOLENOID [redacted] RESISTANCE BETWEEN [redacted] AND [redacted] CHECK [redacted] [redacted], CHECK [redacted] 60HMS,CHECK T 795 FOR HIGH RESISTANCE [redacted], CHECK FOR SHORT TO GROUND, NO CONTINUITY,CHE CK [redacted], [redacted] [redacted] [redacted], [redacted], FOR SAME CONDITIONS, ALL [redacted], OPEN ED STAR CENTER CASE THAT THERE IS AN INTERNAL VALVE BODY AND WIRE HARNES S SHORTED TO GROUND AND TO REPLACE VALVE BODY AND HARNESS HAD SAME CONCERN W ITH CHECK ENGINE LIGHT, WAS INSTRUCTED THEN BY STAR CENTER TO REPLACE K1 CLU TCH

(Claim) Correction:

REPLACED VALVE BODY AND HARNESS AND K1 CLUTCH

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	JEEP	***Zone***	51	[redacted]
Address	13500 VETERANS MEMORIAL PKWY , WENTZVILLE, MO 63385						

Condition Information

Condition	[redacted]	***Desc***	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Column assembly, steering ; All others	[redacted]	BINDS, [redacted]	[redacted]	COLUMN	1	X	960.04	[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) AS PER CUSTOMER TRY TO LOWER BED AND INDICATOR SAYS IT CANT (General Concern 1) AS PER CUSTOMER THE SCREEN WILL GO BLANK INTERMITTENTLY (Gen eral Concern 2) AS PER CUSTOMER THE DIGITAL INTERIOR MIRROR TRAILER HITCH FE ATURE WILL NOT WORK (General Concern 3) AS PER CUSTOMER IN LEFT OR RIGHT TURNS HEAR A CLICK SOUND (G eneral Concern 4) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) (Rotate tires) Recall Customer Satisfaction Notification [redacted] Ram Heavy Duty Grid Heater Relay (Recall Customer Satisfacti on Notification 1) SMEELS BURNING SMELL LIKE A BELT (General Concern 5) CUSTOMER REQUEST THAT THE SCRATCH ON PASSENGER SIDE BE TOUCHED UP

(RO) Cause:

PERFORM MULTIPOINT INSPECTION VERIFIED PROPER OPERATION OF ALL CAMERA. REAR VIEW MIRROR DOES NOT SHOW HITCH CAMERA. NEED TO SEE IF WIRING TO TRAILER IS THE ISSUE TEST DROVE VEHICLE. HEARD CLICKING SOUND FROM STEERING COLUMN WHILE TURNING STEERING WHEEL LEFT TO RIGHT. USED STETHOSCOPE TO ISOLATE NOISE TO BEARING BEHIND CLOCKSPRING ROTATED TIRES. OPEN RECALL

(RO) Correction:

CAN NOT DUPLICATE AT THIS TIME CAN N OT DUPLICATE AT THIS TIME REMOVE AND REPLACE STEERING COLUMN. CLICKING NOISE IS NO LONGER PRESENT COMPLETED COULD NOT DUPLICATE ANY BURNING SMELL SUBLET TO MARS. COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AS PER CUSTOMER IN LEFT OR RIGHT TURNS HEAR A CLICK SOUND (G eneral Concern 4)

(Claim) Cause:

TEST DROVE VEHICLE. HEARD CLICKING SOUND FROM STEERING COLUMN WHILE TURNING ST

(Claim) Correction:

REMOVE AND REPLACE STEERING COLUMN. CLICKING NOISE IS NO LONGER PRESENT

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	, ,		

Condition Information

Condition		Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	8		120.50	$95.91
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	CLUTCHKIT	1	X	1300.72	$95.91
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		135.57	$95.91
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[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		120.50	$191.82
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1300.72	$191.82
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		135.57	$191.82
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		[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]	BOLT	[redacted]			
A [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]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[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	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[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]	CLUTCHKIT	1	X	1300.72	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		135.57	[redacted]
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	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		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON PULLED CODE [redacted], [redacted] [redacted], CHECK AND ADVISE PERFORM MULTIPOINT VEHICLE SAFETY INSPECTION [redacted] [redacted] Ram Heavy [redacted] Grid Heater Rel

(RO) Cause:

verified customer concern. vehicle has no power nor forward momentum or gears.inspected and scanned [redacted], inspected fluid level and found full and clean at this time. found tsb for k1 snap ring. removed trans and removed converter and pump. had .026 of end play. removed k1 and found snap ring and clutches laying on k2 assembly because snap ring had come off. at this time ordered k1 assembly and misc parts listed in service bullentin. reinstalled k1 and pump rechecked end play still.026. reinstalled converter and trans into truck refilled fluid performed pcm and tcm updates warmed trans reset fluid level performed quicklearn and test drove. trans shifts fine no cel return. return to customer at this time PART UNAVAILABLE

(RO) Correction:

reinstalled k1 and pump rechecked end play still.026. reinstalled converter and trans into truck refilled fluid performed pcm and tcm updates warmed trans reset fluid level performed quicklearn and test drove. trans shifts fine no cel return. return to customer at this time Multi-Point Inspection All WILL GET CUSTOMER BACK IN WHEN PARTS ARRIVE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON PULLED COD[redacted], CHEC K AND ADVISE

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. VEHICLE HAS NO POWER NOR FORWARD MOMENTUM OR GEARS .INSPECTED AND SCANNE[redacted]. INSPECTED FLUID LEVEL AND FOUND FULL AND CLEAN AT THIS TIME. FOUND TSB FOR K1 SNAP RING. REMOVED TRANS AND REMOVED CO NVERTER AND PUMP. HAD .026 OF END PLAY. REMOVED K1 AND FOUND SNAP RING AND CL UTCHES LAYING ON K2 ASSEMBLY BECAUSE SNAP RING HAD COME OFF. AT THIS TIME ORD ERED [redacted] ASSEMBLY AND MISC PARTS LISTED IN SERVICE BULLENTIN. REINSTALLED K1 A ND PUMP RECHECKED END PLAY STILL.026. REINSTALLED CONVERTER AND TRANS INTO T RUCK REFILLED FLUID PERFORMED PCM AND TCM UPDATES WARMED TRANS RESET FLUID LE VEL PERFORMED QUICKLEARN AND TEST DROVE. TRANS SHIFTS FINE NO CEL RETURN. RET URN TO CUSTOMER AT THIS TIME

(Claim) Correction:

REINSTALLED K1 AND PUMP RECHECKED END PLAY STILL.026. REINSTALLED CONVERTER A ND TRANS INTO TRUCK REFILLED FLUID PERFORMED PCM AND TCM UPDATES WARMED TRAN S RESET FLUID LEVEL PERFORMED QUICKLEARN AND TEST DROVE. TRANS SHIFTS FINE NO CEL RETURN. RETURN TO CUSTOMER 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	S - Safety (Recalls)	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$64.83	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) TAIL GATE LATCH ALIGNMENT RECALL [redacted] GRID HEATER RELAY CABIN AIR FILTER - - -

(RO) Cause:

F F

(RO) Correction:

[redacted] RECOMMENDED CABIN AIR, RECOMMENDALIGMENT, EVERYTHING ELSE LOOKS GOOD AT THISTIME 0 RECOMMENDED CABIN AIR, RECOMMENDALIGMENT, EVERYTHING ELSE LOOKS GOOD AT THISTIME Multi-point inspection (according to maintenanceinterval) M.P.V.I. MULTI POINT VEHICLE INSPECTION [redacted] Inspect Tailgate Strikers for Alignment23-ZB-81-81 [redacted] Inspect TailgateStrikers for Alignment [redacted] RECALL [redacted] Replace Relay, Intake Air Heater [redacted] Replace Relay,Intake Air Heater [redacted] RECALL [redacted] CABIN AIR FILTER WAS DAMAGED 30 CABINAIR FILTER REPLACED CABIN AIR FILTER - - -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28H92 - RAM 3500 BIG HORN 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***	6[redacted]
Address	5215 SUNSET BLVD , LEXINGTON, SC 29072				

Condition Information

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

RO Narratives

(RO) Customer Concern:

CS TIRE PRESSURE SHOWING UNAVALIABLE CA (TireWheel Concern) (Multi-point inspection according to maintenance interval) CUST STATES THAT AT [redacted]S DOENT SEEM TO IDEL RIGHT.

(RO) Cause:

[redacted] - Tire Pressure Sensor 1-No Signal [redacted] - Tire Pressure Sensor 2-No Signal [redacted] - Tire Pressure Sensor 3-No Signal [redacted] - Tire Pressure Sensor 4-No Signal [redacted] - Tire Pressure Sensor 7-No Signal C15CD-[redacted] - Tire Pressure Sensor 6-No Signal HAS AFTERMARKET RIMS AND TIRES, AND SENSORS. TESTED ALL THE SENSORS WITH THE ANALYZER AND ALL THE SENSORS HAVE A SIGNAL. NONE OF THE ID NUMBERS MATCH IN THE RFH. NEED TO PROGRAME TH ID NUMBERS INTO THE RFH AND RETEST. MAY OR MAY NOT WORK BECAUSE OF BEING AFTERMARKET. FACTORY SENSORS WILL NOT FIT THE RIMS. PERFORM MULTI-POINT INSPECTION THERE ARE NO DTC. FOUND SB[redacted] IdlestabilityImprovement

(RO) Correction:

PROGRAMED ALL [redacted] ID NUMBERS AND CLEARED ALL DTC AND TEST DROVE AND CHECKED OPERATION. 1.5 PERFORMED MULTIPOINT INPSECTION. REPROGRAMED THE PCM .4 [redacted] STAMP ON RO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THAT AT [redacted]S DOENT SEEM TO IDEL RIGHT.

(Claim) Cause:

THERE ARE NO DTC. FOUND SB[redacted]

(Claim) Correction:
REPROGRAMED THE PCM .4

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***	[redacted] NEW YORK
Address	1050 ROUTE 22 , SOMERVILLE, NJ 08876				

Condition Information

Condition Code	[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:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON PERFORM OPEN RECALL [redacted] Ram Heavy Duty Grid Heater Relay PERFORM [redacted] DJ/D2/DD/DPTRUCKS 6.7L CUMMINS NO START PERFOR[redacted] INSPECTION PER REPORT CARD

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFY AND INSPECT AND PERFORM DIAG,ACTIVE GRILLE SHUTTER CODES, FOUND GRILLESHUTTER ASSEMBLY BROKEN, IMPACT ON FRONT END,NOT A WARRANTABLE REPAIR, SOP PARTS AND CUSTTO RETURN FOR REPAIRS. CUST TO CLAIM PAYMENTFOR INS, [redacted] PLUS TAX CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON performed recall [redacted] Replace Relay,Intake Air Heater PERFORM OPEN RECAL[redacted] Ram Heavy Duty Grid Heater Relay [redacted] RECALLS AND CAMPAIGNS [redacted] performed [redacted] Nut, Starter -Replace PERFORM [redacted] DJ/D2/DD/DP TRUCKS 6.7L CUMMINS NO START [redacted] RECALLS AND CAMPAIGNS [redacted] PERFORM [redacted] INSPECTION PER REPORT CARD

(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***	DP0L64 - RAM 5500 REG CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	1050 ROUTE 22 , SOMERVILLE, NJ 08876				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	1.71	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON PERFORM OPEN RECALL [redacted] Ram Heavy Duty Grid Heater Relay PERFORM [redacted] 22MY DJ/D2/DD/DPTRUCKS 6.7L CUMMINS NO START PERFOR [redacted] INSPECTION PER REPORT CARD

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFY AND INSPECT AND PERFORM DIAG,ACTIVE GRILLE SHUTTER CODES, FOUND GRILLESHUTTER ASSEMBLY BROKEN, IMPACT ON FRONT END,NOT A WARRANTABLE REPAIR, SOP PARTS AND CUSTTO RETURN FOR REPAIRS. CUST TO CLAIM PAYMENTFOR INS, [redacted] PLUS TAX CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON performed recall [redacted] Replace Relay,Intake Air Heater PERFORM OPEN RECAL [redacted] Ram Heavy Duty Grid Heater Relay [redacted] RECALLS AND CAMPAIGNS [redacted] performed rsu [redacted] Nut, Starter -Replace PERFORM [redacted] 22MY DJ/D2/DD/DP TRUCKS 6.7L CUMMINS NO START [redacted] RECALLS AND CAMPAIGNS [redacted] PERFORM [redacted] INSPECTION PER REPORT CARD

(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]	[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**	$69.97	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	HUNTINGTON JEEP CHRYSLER INC	**Zone**	[redacted]
Address	1220 EAST JERICHO TURNPIKE , HUNTINGTON, NY 11743				

Condition Information

Condition [redacted]	[redacted]	Desc [redacted]	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:

RAPID RESPONSE TRANSMITTAL SERVICE ACTION RECALL CUST STATES CHECK TRANS OPERATION SIRIUS XM WIFI FREE TRIAL ACTIVATED. ALTERNATE TRANSPORTATION [redacted] MISC

(RO) Cause:

NA

(RO) Correction:

SEE [redacted] FOR REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES AISIN TRANSMISSION GEAR 1-4 INOP DIAG FOR [redacted] SET AFTER ROAD TEST

(Claim) Cause:

DIAG CEL [redacted] UNDERBOOST FOUND PCM FLASH TO ADRESS THIS PERFORM FLASH TSB/RSU VERIFY VEHICLE DOES NOT ENGAGE IN [redacted] NO FWD MOOVEMENT FLUIDS OK TRANS FU [redacted] UPDATE AND NO QL REQUIRED AS ASAIN TRANS SEPERATE TCM LL AND CLEAN SCAN AND VERIFY INCORRECT RATIO SNAP RING LIKELY DISLOGGED PUSH IN DROP PAN SOME SMALL FLAKES BEARING BUSHING BRONZE SM FRAGMENTS REMOVE 4X [redacted] PLATE DEF EQUIPMENT SHAFTS TRANSFER CASE REMOVE UNIT PUSH OUT VEHICL E SET TRANS ON FIXTURE AND BEGIN DISSASSEMBLE MEASURE END PLAY REMOVE PUMP I N SPET PUMP ND SEALS REMOVE K1 AND K2 ASSEMBLYS

(Claim) Correction:

[redacted]THMODULE, POWERTRAIN CON-TROL (PCM) - INSPECT ANDREPROGRAM (AISIN TRA NS-MISSION). .4 K2 HUB K1 CLITC INPUT ORDERED PARTS RECD [redacted] TEAR DOWN TO PLANET INSPECT ALL REPLACE ALL PARTS ASSEMBLE WITOUT PUMP GASKETS MEASURE END PLAY WITH STOCK S HIM .034 " TOO LOOSE INTALL [redacted] SHIM NOW AT .021 END PLAY WITHIN SPEC REMOV E PUMP INSTALL GASKETS INSTALL PUMP TORQUE TO SPEC RE CK END PLAY AT .020 ST ILL ABOVE MIN SPEC ALL OK ASSEMBLE BELLHOUSING SET IN CONVERTER SECURE CONV WITH FABRICATED BRACKETS DRAIN FLUID INSTAL PAN SET ON JACK PUSH IN VEHICLE AND BEGIN INSTALL COMPLETE INSTALL FILL WITH [redacted] RUN FLASH TCM,PCM AND PE RFORM QL ROAD TEST AND RE CK RE SCAN AND TCM VERIFICATION

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	Desc	Failure	Failure [redacted]	Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			47.71	$210.08
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		68.31	$210.08
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		146.59	$210.08
[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]	CLUTCHKIT	1	X	1406.49	$210.08
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	1		7.95	$52.52

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]		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]	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] 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]	[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]		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	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]	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		27.59	$805.32
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		47.71	$805.32
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		7.95	$805.32
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]	

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		[redacted]	
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]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION / TRANSFER CASE MULTIPOINT INSPECTION.

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS THERE TRANSMISSION WILL NOT GO INTO GEAR (TOW IN FROM MIKE SH AW GREELEY)

(Claim) Cause:

DIAG [redacted] [redacted] RATIO ERROR. [redacted] [redacted] ADDRESSES FAILED SNAP RING. REMOV ED TRANS AND DISASSY PER [redacted]. FOUND SNAP RING DISLODGED

(Claim) Correction:

INSTALLED REPAIR PARTS PER [redacted] AND RE ASSY. FILLED W FLUID AND ROAD TEST.

Warranty Claim Report

Vehicle Information

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

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]2 Antenna, base/cable/bracket ; Base and cable	[redacted]	CIRCUIT OPEN	[redacted]	ANTENNA	1	X	[redacted]	
B	[redacted]4 Starter [redacted] diesel engine	58	INTERNAL DEFECT	[redacted]	STARTER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Engine Mechanical Concern [CUSTOMERSTATES THE ENGINE SEEMS TO HAVE A LOSS OF POWER AT THE END OF THIER TRIP ONLY TOWING [redacted] WOULDNT DOWN SHIFT FELT LIKE STRUGGLING TO PULL TRAILER ON FLAT GROUND] Radio/Nav/Telematics Concern [CUSTOMER STATES THE RADIO SAYS SERVICE U CONNECT BOX] Engine Performance Concern [CUSTOMER STATES THERE IS A TICKINGSQUEAKING IN THE STEERING COLUMN WHEN TURNING WAS TOLD BY OTHER DEALER MAYBE CLOCK SPRING] Brake System Concern [CUSTOMER STATES THE VEHICLE BRAKES RIGHT WHEN BRAKING WITHOUT TRAILER] Engine Performance Concern (Diesel)[CUSTOMER STATES THE VEHICLE MAKES A GRINDING WHEN CRANKING TO START LIKE STARTER HAS HUNG UP OR SOMETHING] Recall [Safety Recall [redacted] - Intake Air Grid Heater Relay **] MULTI POINT VEHICLE INSPECTION

(RO) Cause:

. .

(RO) Correction:

[redacted] Could not duplicate concern. Engine Mechanical Concern[CUSTOMER STATES THE ENGINE SEEMS TO HAVE A LOSS OF POWER AT THE END OF THIER TRIP ONLY TOWING[redacted] WOULDNT DOWN SHIFT FELT LIKE STRUGGLING TO PULL TRAILER ON FLAT GROUND] CUSTOMER STATES HEAVY LINE CONCERN AS [redacted] antenna cable [redacted] Found aactive [redacted]. When driving vehicle statesservice uconnect. Removed a pillar and frontglove box and determined antenna cable hadcontinuity from module to antenna base. Foundinternally open antenna base causing circuitopen code. Removed and replaced antenna baseand cable. Verified repair. ANTENNA BASE AND CABL[redacted] Could not duplicate. Engine Performance Concern [CUSTOMER STATES THERE IS A TICKING SQUEAKING IN THE STEERINGCOLUMN WHEN TURNING WAS TOLD BY OTHER DEALER MAYBE CLOCK SPRING] CUSTOMER STATES DRIVEABILITY CONCERN AS [redacted] Could not duplicate DRIVEABILITY, TRIM, ELECTRICAL CONCER[redacted]8 starter staying engaged [redacted] 60Found starter staying engaged while cranking.Removed and replaced starter, verifiedrepair. STARTER, TEST AND REPLACE6.7L [redacted] NO PARTS Recall [Safety Recall [redacted] - Intake Air Grid Heater Relay **] PERFORM RECALL PER FACTORY INSTRUCTIONS MULTI POINT VEHICLE INSPE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE PERFORMANCE CONCERN (DIESEL) [CUSTOMER STATES THE VEHICLE MAKES A GRIND RADIO/NAV/TELEMATICS CONCERN [CUSTOMER STATES THE RADIO SAYS SERVICE U CONNECT BOX] ING WHEN CRANKING TO START LIKE STARTER HAS HUNG UP OR SOMETHING]

(Claim) Cause:

ANTENNA CABLE STARTER STAYING ENGAGED

(Claim) Correction:

FOUND [redacted] [redacted]. WHEN DRIVING VEHICLE STATES SERVICE UCONNECT. REMOVED FOUND STARTER STAYING ENGAGED WHILE CRANKING. REMOVED AND REPLACED STARTER, VE A PILLAR AND FRONT GLOVE BOX AND DETERMINED ANTENNA CABLE HAD CONTINUITY FR RIFIED REPAIR. OM MODULE TO ANTENNA BASE. FOUND INTERNALLY OPEN ANTENNA BASE CAUSING CIRCUI T OPEN CODE. REMOVED AND REPLACED ANTENNA BASE AND CABLE. VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] 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**	$1,411.84	**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]		Transmission : DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission : DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
[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	8		119.71	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] 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	8		119.71	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

RSU 1 [[redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Automatic Transmission Concern [Customer States TRANSMISSION STOPPED SHIFTING WHILE DRI[redacted]G WILLNOT SHIFT FORWARD ONLY REVERSE] Multi-point inspection (according to maintenance interval) Engine Performance Concern [OIL CHANGE DIESEL CUMMINS MAINTENANCE CONTRACT] Tire/Wheel Concern [Customer StatesFRONT RIGHT SIDE WALL DAMAGE BUBBLEIN SIDEWALL] [redacted] ALIGNMENT

(RO) Cause:

K1 SNAP RING

(RO) Correction:

K1 SNAP RING SCANNED VEHICLE FOUND DTCCOD[redacted] CHECK TRANS FLUID LEVEL TRANSFLUID IN SPECS CLEAN DTC CODE PERFORM QUICKLEARN ATTEMPT TO DRIVE LEARN VEHICLETRANSMISSION ISN'T SHIFTING INTO GEAR REMOVETRANS OIL PAN AND VALVE BODY AIR PRESSURETEST CLUTCHES K1 LEAKS EXCESSIVE AMOUNTS OFAIR LEAKING FROM [redacted] TECH FOLLOW [redacted] FOUNDTSB [redacted] A FOLLOW TSB REMOVETRANSMISSION TEAR IT DOWN FOUND K1 SNAP RINGLOOSE TECH FOLLOW TSB REMOVE AND REPLACE K1HUB PER TSB INSTALL TRANSMISSION BACK IN THEVEHICLE FILL TRANS WITH [redacted] FLUID PERFORMQUICK LEARN DRIVE LEARN VEHICLE TRANSMISSIONOPERATE AS DESIGN. Transmission, Remove and install for recondition - [redacted] propeller shaft equipped Transmission DEF equipped2500-3500 4x4 pick-up only 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] 4X4 equipped [redacted] PROPELLER SHAFTTRANS 4X4 EQUIPPED . PARTS ORDERED WAITING ON PARTS TO ARRIVE NO WORK PERFORME[redacted] .SEE LINE A RELATED TO LINE A REPAIR . Multi-point inspection (according to maintenanceinterval) MEL INSP. PERFORM MULTI POINT INSPECTION . OIL, LUBE OIL AND FILTER SERVICE - DIESEL [redacted] & UP [redacted] DURING INSPECTION TECH FOUND BUBBLEIN SIDEWALL DRIVER FRONT TIRE REPLACE TIREALSO FOUND NAIL IN SIDEWALL ON DRIVER REARREPLACED TIRE AND ROTATED TO PASS FRONTWARRA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] [[redacted] AISIN TRANSMISSION GEARS 1-4 INOP **]

(Claim) Cause:

SCANNED VEHICLE FOUND DTC CODE [redacted] CHECK TRANS FLUID LEVEL TRANS FLUID IN SP ECS CLEAN DTC CODE PERFORM QUICK LEARN ATTEMPT TO DRIVE LEARN VEHICLE TRANSM ISSION ISN'T SHIFTING INTO GEAR REMOVE TRANS OIL PAN AND VALVE BODY AIR PRES SURE TEST CLUTCHES [redacted] LEAKS EXCESSIVE AMOUNTS OF AIR LEAKING FROM [redacted] TECH FO LLOW [redacted] FOUND

(Claim) Correction:

TSB [redacted] A FOLLOW TSB REMOVE TRANSMISSION TEAR IT DOWN FOUND K1 SNA P RING LOOSE TECH FOLLOW TSB REMOVE AND REPLACE K1 HUB PER TSB INSTALL TRANS MISSION BACK IN THE VEHICLE FILL TRANS WITH [redacted] FLUID PERFORM QUICK LEARN D RIVE LEARN VEHICLE TRANSMISSION OPERATE AS DESIGN.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28M81 - RAM 3500 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]	**Name**	[redacted]	**Zone**	71	LOS ANGELES
Address	9655 FIRESTONE BLVD , DOWNEY, CA 90241				

Condition Information

Condition [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	57.47	[redacted]

RO Narratives

(RO) Customer Concern:

CHECK AND ADVISE ON WHY TRANSMISSION NOT SHIFTING RECALL[redacted]

(RO) Cause:

E

(RO) Correction:

[redacted] PERFORMED DIAGNOSIS FOR CONCERN FORVEHICLE WILL NOT SHIFT. WAS ABLE TO DUPLICATECONCERN. REVERSE WILL APPLY BUT WHEN PUT INTODRIVE GEAR WILL NOT APPLY UNTIL LONG DELAY.VEHICLE HAD CHECK ENGINE LIGHT ON WITH ACTIVECODES P0731 AND [redacted]. FOUND SERVICE BULLETIN21-002-23. REMOVED TRANSMISSION TOINSPECTION. VEHICLE IS A 4X4, TRANSFER CASESHAD TO BE REMOVED AND ALSO DEF TANK.PERFORMED TRANSMISSION TEAR DOWN AND FOUND [redacted] SNAP RIGHT WAS DISLODGED. REPLACED [redacted]H KIT PISTON [redacted] WAS DAMAGED AND ALSOREPLACED K2 HUB FOR REASON OF DAMAGE CAUSEDBY SNAP RING BEING LOOSE. DRIVE BOLTS ANDTORQUE CONVERTER WERE REPLACED. INSTALLEDTRANSMISSION AFTER REASSEMBLY. INSTALLEDTRANSFER CASE AND THEN DEF TANK. AFTER REPAIRWAS COMPLETE REFILLED TRANSMISSION WITH [redacted] OF ASRC FLUID TO PROPER OIL LEVEL. TOPOFF TRANSFER CASE WITH [redacted] WARNER FLUIDREASON BEING UPON REMOVAL OIL SPILL. CODESWERE CLEARED, QUICK LEARN PERFORMED AND TESTDRIVE WAS PERFORMED AFTER REPAIR. VEHICLE ISNOW SHIFTING NORMAL AND CHECK ENGINE LIGHT ISNOW OFF. Transmission, Remove and install for recondition -[redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) LABOR OPS#[redacted] MISCELLANEOUS REPAIRS [redacted] PERFORMED RECALL [redacted]. REPLACEDINTAKE AIR HEATER RELAY. CONFIRM PROPERCONNECTION. RECALL [redacted] COMPLETE. 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:

CHECK AND ADVISE ON WHY TRANSMISSION NOT SHIFTING

(Claim) Cause:

PERFORMED DIAGNOSIS FOR CONCERN FOR VEHICLE WILL NOT SHIFT. WAS ABLE TO DUPLI CATE CONCERN. REVERSE WILL APPLY BUT WHEN PUT INTO DRIVE GEAR WILL NOT APPLY UNTIL LONG DELAY. VEHICLE HAD CHECK ENGINE LIGHT ON WITH ACTIVE CODES [redacted]. FOUND SERVICE BULLETIN [redacted]. REMOVED TRANSMISSION TO INSPECTIO N. VEHICLE IS A 4X4, TRANSFER CASES HAD TO BE REMOVED AND ALSO DEF TANK. PERF ORMED TRANSMISSION TEAR DOWN AND FOUND K1 CLUTCH SNAP RIGHT WAS DISLODGED

(Claim) Correction:

REPLACED K1 CLUTCH [redacted] WAS DAMAGED AND ALSO REPLACED K2 HUB FOR R EASON OF DAMAGE CAUSED BY SNAP RING BEING LOOSE. DRIVE BOLTS AND TORQUE CONV ERTER WERE REPLACED. INSTALLED TRANSMISSION AFTER REASSEMBLY. INSTALLED TRANS FER CASE AND THEN DEF TANK. AFTER REPAIR WAS COMPLETE REFILLED TRANSMISSION W ITH [redacted] OF [redacted] FLUID TO PROPER OIL LEVEL. TOP OFF TRANSFER CASE WITH BO RG WARNER FLUID REASON BEING UPON REMOVAL OIL SPILL. CODES WERE CLEARED, QUIC K LEARN PERFORMED AND TEST DRIVE WAS PERFORMED AFTER REPAIR. VEHICLE IS NOW S HIFTING NORMAL AND CHECK ENGINE LIGHT IS NOW OFF.

Warranty Claim Report

Vehicle Information

[redacted]	[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]	[redacted]	Name	[redacted]	Zone	71 [redacted]
Address	9655 FIRESTONE BLVD , DOWNEY, CA 90241				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure	[redacted]	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			CLUTCHKIT	1	X	[redacted]	$126.19
[redacted]		Transmission : [redacted] equipped pick-up only			HUB	1		375.23	$126.19
[redacted]		Transmission : [redacted] equipped pick-up only			FLUID AFT	8		[redacted]	$126.19
[redacted]		Transmission : [redacted] equipped pick-up only			LUBRICANT	1		51.98	$126.19
[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]		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]		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			HUB	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			FLUID AFT	8		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [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]	[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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		26.36	[redacted]
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		30.38	[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]	BOLT	4		30.38	[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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
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 -	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	1		[redacted]	

		[redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

CHECK AND ADVISE ON WHY TRANSMISSION NOT SHIFTING RECALL[redacted]

(RO) Cause:

E

(RO) Correction:

[redacted] PERFORMED DIAGNOSIS FOR CONCERN FORVEHICLE WILL NOT SHIFT. WAS ABLE TO DUPLICATECONCERN. REVERSE WILL APPLY BUT WHEN PUT INTODRIVE GEAR WILL NOT APPLY UNTIL LONG DELAY.VEHICLE HAD CHECK ENGINE LIGHT ON WITH ACTIVECODE[redacted]. FOUND SERVICE BULLETIN[redacted]. REMOVED TRANSMISSION TOINSPECTION. VEHICLE IS A [redacted], TRANSFER CASESHAD TO BE REMOVED AND ALSO DEF TANK.PERFORMED TRANSMISSION TEAR DOWN AND FOUND [redacted] SNAP RIGHT WAS DISLODGED. REPLACED [redacted]H KIT [redacted] WAS DAMAGED AND ALSOREPLACED K2 HUB FOR REASON OF DAMAGE CAUSEDBY SNAP RING BEING LOOSE. DRIVE BOLTS ANDTORQUE CONVERTER WERE REPLACED. INSTALLEDTRANSMISSION AFTER REASSEMBLY. INSTALLEDTRANSFER CASE AND THEN DEF TANK. AFTER REPAIRWAS COMPLETE REFILLED TRANSMISSION WITH [redacted] OF [redacted] FLUID TO PROPER OIL LEVEL. TOPOFF TRANSFER CASE WITH BORG WARNER FLUIDREASON BEING UPON REMOVAL OIL SPILL. CODESWERE CLEARED, QUICK LEARN PERFORMED AND TESTDRIVE WAS PERFORMED AFTER REPAIR. VEHICLE ISNOW SHIFTING NORMAL AND CHECK ENGINE LIGHT ISNOW OFF. Transmission, Remove and install for recondition -[redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) LABOR OPS#[redacted] MISCELLANEOUS REPAIRS [redacted] PERFORMED RECALL [redacted]. REPLACEDINTAKE AIR HEATER RELAY. CONFIRM PROPERCONNECTION. RECALL [redacted] COMPLETE. 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:

CHECK AND ADVISE ON WHY TRANSMISSION NOT SHIFTING

(Claim) Cause:

PERFORMED DIAGNOSIS FOR CONCERN FOR VEHICLE WILL NOT SHIFT. WAS ABLE TO DUPLI CATE CONCERN. REVERSE WILL APPLY BUT WHEN PUT INTO DRIVE GEAR WILL NOT APPLY UNTIL LONG DELAY. VEHICLE HAD CHECK ENGINE LIGHT ON WITH ACTIVE CODES [redacted]. FOUND SERVICE BULLETIN [redacted]. REMOVED TRANSMISSION TO INSPECTIO N. VEHICLE IS A [redacted], TRANSFER CASES HAD TO BE REMOVED AND ALSO DEF TANK. PERF ORMED TRANSMISSION TEAR DOWN AND FOUND K1 CLUTCH SNAP RIGHT WAS DISLODGED

(Claim) Correction:

REPLACE[redacted] KIT [redacted] WAS DAMAGED AND ALSO REPLACED K2 HUB FOR R EASON OF DAMAGE CAUSED BY SNAP RING BEING LOOSE. DRIVE BOLTS AND TORQUE CONV ERTER WERE REPLACED. INSTALLED TRANSMISSION AFTER REASSEMBLY. INSTALLED TRANS FER CASE AND THEN DEF TANK. AFTER REPAIR WAS COMPLETE REFILLED TRANSMISSION W ITH [redacted] OF [redacted] FLUID TO PROPER OIL LEVEL. TOP OFF TRANSFER CASE WITH BO RG WARNER FLUID REASON BEING UPON REMOVAL OIL SPILL. CODES WERE CLEARED, QUIC K LEARN PERFORMED AND TEST DRIVE WAS PERFORMED AFTER REPAIR. VEHICLE IS NOW S HIFTING NORMAL AND CHECK ENGINE LIGHT IS NOW OFF.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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	3835 S COLLEGE AVE , FORT COLLINS, CO 80525		

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Radio/Telematics Gateway Module ; Exchange unit	[redacted]	INTERNAL DEFECT						[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 THAT THE RADIO PRESETS ARE STILL NOT HOLDING AFTER WE REPLACED THE RADIO. PLEASE INSPECT AND ADVISE.

(Claim) Cause:

RADIO WILL NOT HOLD PRESETS

(Claim) Correction:

VERIFIED RADIO WILL NOT HOLD PRESETS. THERE ARE NO DTC'S IN THE SYSTEM FOR RAD IO AT THIS TIME. PERFORMED RADIO RESET [redacted] AND RADIO WILL STILL NOT HOLD PRESETS. CREATED STAR CASE AND SUPPLIED THEM INFORMATION THEY ASKED FOR. WA S ADVISED TO PERFORM RESETS AS INDICATED IN PRINTED STAR CASE. CUSTOMER

TOOK VEHICLE AND NO FURTHER DIAG OCCURRED. PROBLEM NOT RESOLVED AT THIS TIME DUE TO CUSTOMER TAKING THEIR VEHICLE.

Warranty Claim Report

Vehicle Information

VIN	[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	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
Address	, ,				

Condition Information

Condition Code	[redacted]		***Failure Code***	***Failure Desc***	[redacted]	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Front Axle & Suspension, Trouble Not Found ; Front Axle & Suspension	OD							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLES RIGHT REAR AIR SUSPENSION DOES NOT STAY LEVEL WITH THE OTHER CORNERS OF THE VEHICLE C/S LEFT REAR AIR SUSPENSION HAS ALSO NOT BEEN LEVEL CUSTOMER STATES CURRENTLY RIGHT REAR WILL NOT FULLY GO UP CUSTOMER STATES HE CAN HEAR AIR SUSPENSION GO ON C/S CAN SEE FROM THE LEVEL INDICATOR THAT RIGHT SIDE IS NOT LEVEL. INSPECT AND ADVISE CUSTOMER STATES TRANSMISSION FLUID LEAKING FROM TRANSMISSION PAN CUSTOMER CAN SEE FLUID DRIPPING FROM TRANSMISSION PLUG INSPECT AND ADVISE CUSTOMER STATES WAS DRIVING VEHICLE AFTER PICKING UP FOR PREVIOUS REPAIR CUSTOMER STATES WAS GOING DOWN HILL AND MAKING A LEFT VEHICLE FELT LIKE TRANSMISSION SLIPPED C/S HAD FOOT ON ACCELERATOR AND VEHICLE LOST ACCELERATION POWER CUSTOMER WAS NOT SURE IF RPMS WENT UP OR DOWN DURING THAT TIME C/S LET FOOT OFF ACCELERATOR AND PUT FOOT BACK ON ACCELERATOR AND VEHICLE STARTED ACCELERATING AGAIN CUSTOMER DESCRIBED THE SENSATION LIKE VEHICLE FOUND GEAR AGAIN C/S ALSO HAD ISSUE WHEN VEHICLE WAS PARKED C/S VEHICLE WAS ON LEVEL SURFACE AND WHEN CUSTOMER WENT TO SHIFT OUT OF PARK VEHICLE MADE A NOISE AND SHIFTED HARD AS IF VEHICLE WAS PARKED ON A HILL INSPECT AND ADVISE CUSTOMER STATES VEHICLES AUTO SIDE STEP ON DRIVER SIDE WILL NOT ALWAYS GO UP C/S WILL HAVE TO OPEN AND CLOSE DOOR SEVERAL TIMES IN ORDER TO GET IT TO GO UP INSPECT AND ADVISE CHECK TIRE PRESSURE AND TREAD DEPTH CUSTOMER REQUEST TO PERFORM THE LUBE OIL AND FILTER CHANGE

(RO) Cause:

COULD VERIFY CONCERN,NO CODES,MEASURED HEIGHT AT ALL [redacted] CHECKED FOR LEAKS,NONE,PREFORMED RIDE ADJUSTMENT,NOTICED REAR NOT GOING UP OR DOWN,NEED TO RECHECKED SYSTEM,FOR OPERATION CUSTOMER HAS ELECTED TO TAKE VEHICLE AT THIS TIME AND WILL RETURN AT A LATER DATE TO COMPLETE DIAGNOSIS VERIFIED CONCERN,FOUND PLUG LOOSE,TIGHT AND FLUID ALSO AT BELL HOUSING AREA,INSP,CLEANED ADJUSTED FLUID,ROAD TEST RECHECKED,OK COULD NOT VERIFY CONCERN,NO CODES,CHECKED TRANS OP AND SHIFTING OUT NOF PARK,FLUID FULL,TEST DROVE OK COULD NOT VERIFY CONCERN,NO CODES,CHECKED TSB,STAR

(RO) Correction:

NA

(RO) Technical Notes:

COULD VERIFY CONCERN,NO CODES,MEASURED HEIGHT AT ALL [redacted] WITH

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLES RIGHT REAR AIR SUSPENSION DOES NOT STAY LEVEL WITH T HE OTHER CORNERS OF THE VEHICLE C/S LEFT REAR AIR SUSPENSION HAS ALSO NOT BEE N LEVEL CUSTOMER STATES CURRENTLY RIGHT REAR WILL NOT FULLY GO UP CUSTOMER ST ATES HE CAN HEAR AIR SUSPENSION GO ON C/S CAN SEE FROM THE LEVEL INDICATOR T HAT RIGHT SIDE IS NOT LEVEL. INSPECT AND ADVISE

(Claim) Cause:

COULD VERIFY CONCERN,NO CODES,MEASURED HEIGHT AT ALL [redacted],CHECKED FOR LEAKS,NONE,PREFORMED RIDE ADJUSTMENT,NOTICED REAR NOT GOING UP OR DOWN,NEED TO RECHECKED SYSTEM,FOR OPERATION CUSTOMER HAS ELECTED TO TAKE VEHICLE AT THIS TIME AND WILL RETURN AT [redacted] DATE TO COMPLETE DIAGNOSIS

(Claim) Correction:

COULD VERIFY CONCERN,NO CODES,MEASURED HEIGHT AT ALL [redacted],CHECKED FOR LEAKS,NONE,PREFORMED RIDE ADJUSTMENT,NOTICED REAR NOT GOING UP OR DOWN,NEED TO RECHECKED SYSTEM,FOR OPERATION CUSTOMER HAS ELECTED TO TAKE VEHICLE AT THIS TIME AND WILL RETURN AT [redacted] DATE TO COMPLETE DIAGNOSIS

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$785.11	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	4807 KIRBY DRIVE , HOUSTON, TX 77098				

Condition Information

Condition					Number	Part Name	Quantity	Failed	Expense	Expense
A	[redacted]	Lines, transmission and torque converter oil cooler ; One line	[redacted]	OIL	[redacted]	FITTING	2		546.93	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; One line	[redacted]	OIL LEAK	[redacted]	TOC ASSY	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; One line	[redacted]	OIL	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES VEHICLE HAS OIL LEAK CHECK OIL LEAK

(RO) Cause:

TRANSMISSION LINES LEAKING AND BYPASS VALVE

(RO) Correction:

REPLACED BYPASS VALVE/ LINE ASSEMBLY AND BOTH QUICK CONNECTS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEHICLE HAS OIL LEAK CHECK OIL LEAK

(Claim) Cause:

TRANSMISSION LINES LEAKING AND BYPASS VALVE

(Claim) Correction:

REPLACED BYPASS VALVE/ LINE ASSEMBLY AND BOTH QUICK CONNECTS.

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

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	55.36	$32.01 [redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES HARSH SHIFTING Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] CUSTOMER STATES CHECK ENGINE LIGHT ON. NO GEAR. PLEASE CHECK AND ADVISE.

(RO) Cause:

x

(RO) Correction:

FLASHED [redacted] AND PERFROMED QUICK LEARN [redacted] PERFORM [redacted] INSPECTION INSTALLED NEW GRID HEATER RELAY [redacted] REMOVED TRANSMISSION AND TORE DOWN TO FIND THE SNAP RING HAD CAME OUT OF THE K1 CLUTCH ASSEMBLY. INSTALLED NEW K1 CLUTCH ASSEMBLY AND PUT TRANSMISSION BACK INTO TRUCK AND FILLED TRANS AND TEST DROVE NO FURTHER PROBLEMS FOUN[redacted], [redacted], [redacted], [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON. NO GEAR. PLEASE CHECK AND ADVISE. CUSTOMER STATES HARSH SHIFTING

(Claim) Cause:

FOUND CEL ON FOR FAULT CODES [redacted] AND [redacted] FOUND TRANSMISSION SHIFTING HARD WHILE ON TEST DRIVE FOUND [redacted] UPDATE AVAILABL E

(Claim) Correction:

REMOVED TRANSMISSION AND TORE DOWN TO FIND THE SNAP RING HAD CAME OUT OF THE K FLASHED TCM AND PERFROMED QUICK LEARN [redacted] [redacted] ASSEMBLY. INSTALLED NEW K1 [redacted] ASSEMBLY AND PUT TRANSMISSION BAC K INTO TRUCK AND FILLED TRANS AND TEST DROVE NO FURTHER PROBLEMS FOUN[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**	$1,503.84	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] 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	1294.04	$192.04
[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
[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	9		134.87	$32.01
[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 - AS68RC/AS69RC ; 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	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[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 HARSH SHIFTING Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]- Intake Air Grid Heater Relay **] CUSTOMER STATES CHECK ENGINE LIGHT ON. NO GEAR. PLEASE CHECK AND ADVISE.

(RO) Cause:

x

(RO) Correction:

FLASHED [redacted] AND PERFROMED QUICK LEAR[redacted] [redacted] PERFORM [redacted] INSPECTION INSTALLED NEW GRID HEATER RELAY [redacted] REMOVED TRANSMISSION AND TORE DOWN TO FIND THE SNAP RING HAD CAME OUT OF THE [redacted] [redacted] ASSEMBLY. INSTALLED NEW K1 [redacted] ASSEMBLY AND PUT TRANSMISSION BACK INTO TRUCK AND FILLED TRANS AND TEST DROVE NO FURTHER PROBLEMS FOUN[redacted], [redacted], [redacted], [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON. NO GEAR. PLEASE CHECK AND ADVISE. CUSTOMER STATES HARSH SHIFTING

(Claim) Cause:

FOUND CEL ON FOR FAULT [redacted] AND [redacted] FOUND TRANSMISSION SHIFTING HARD WHILE ON TEST DRIVE FOUND [redacted] UPDATE AVAILABL E

(Claim) Correction:

REMOVED TRANSMISSION AND TORE DOWN TO FIND THE SNAP RING HAD CAME OUT OF THE K FLASHED [redacted] AND PERFROMED QUICK LEARN [redacted] [redacted] ASSEMBLY. INSTALLED NEW K1 [redacted] ASSEMBLY AND PUT TRANSMISSION BAC K INTO TRUCK AND FILLED TRANS AND TEST DROVE NO FURTHER PROBLEMS FOUN[redacted], [redacted]- [redacted], [redacted], [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP5L94 - RAM [redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	AUTOWEST CHRYSLER [redacted]	**Zone**	[redacted] LOS ANGELES
Address	230 AUTOMALL DR , ROSEVILLE, CA 95661				

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	MODULEKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

*General Concern #1 [CUSTOMER STATES SERVICE DEF WARNING ON AND VEHICLE WILL NOT ACCELERATE [redacted]H - CHK AND ADV] Multi-point inspection

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFIED THE CHECK ENGINE LIGHT ONFOUND A DTC FOR LOW FUEL RAILPRESSURE,CHECKED THE LIFT PUMP VOLUME ANDFOUND IT TO B[redacted] IN [redacted]=NOGOOD.INSPECTED AND FOUND [redacted] TO THE LIFTPUMP.REPLACED THE LIFT PUMP AND RECHECKD=[redacted] *FUEL AND RELATED REPAIRS MULTI POINT INSPECTION NOT PERFORMED AT THIS VISIT TIRE INSPECTION REVEALED TREAD DEPTH AT [redacted]' ORBETTER - NO ATTENTION NEEDED AT THIS TIME. MULTI POINT INSPECTION NOT PERFORMED AT THIS VISITTIRE INSPECTION REVEALED TREAD DEPTH AT [redacted]' ORBETTER - NO ATTENTION NEEDED AT THIS TIME.

(RO) Technical Notes:

CEL ON [redacted]

[redacted] Narratives

(Claim) Customer Concern:

*GENERAL CONCERN #1 [CUSTOMER STATES SERVICE DEF WARNING ON AND VEHICLE WILL N OT ACCELERATE [redacted] MPH - CHK AND ADV

(Claim) Cause:

VERIFIED THE CHECK ENGINE LIGHT ON FOUND A [redacted] LOW FUEL RAIL PRESSURE ,CHECKED THE LIFT PUMP VOLUME AND FOUND IT TO BE [redacted] IN [redacted] NO GOO D. INSPECTED AND FOUN [redacted] TO THE LIFT PUMP. REPLACED THE LIFT PUMP AND RECHECKED=OK.

(Claim) Correction:

VERIFIED THE CHECK ENGINE LIGHT ON FOUND A [redacted] LOW FUEL RAIL PRESSURE ,CHECKED THE LIFT PUMP VOLUME AND FOUND IT TO BE [redacted] IN [redacted] NO GOO D. INSPECTED AND FOUN [redacted] TO THE LIFT PUMP. REPLACED THE LIFT PUMP AND RECHECKED=OK.

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission : DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	$131.84
[redacted]		Transmission : DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			$131.84
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	$263.69
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		141.71	$263.69
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	$65.92
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	9		141.71	$65.92
[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	9		141.71	[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]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		141.71	[redacted]

RO Narratives

(RO) Customer Concern:

(Check Tire Pressure) (Multi-point inspection) Customer States service engine light turn on and vehicle los t drive check and advise (Automatic Transmission Concern) [redacted])

(RO) Cause:

verified concern. found vehicle will not move in drive. found active code [redacted]. found k1 snap ring failed. recommend repair as per rrt 23-[redacted]

(RO) Correction:

TIRES INFLATED TO MANUFACTURER RECOMMENDED PRESSURE MULTIPOINT INSPECTION COMPLETED replaced k1 clutch hub and seals. topped off fluid, flash updated tcm and test drove vehicle. verified proper shifting. [redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly(3 - Highly Skilled)2 - Transmission andTransfer Case4.6 [redacted] Labor Operation No: Labor DescriptionSkill CategoryLabor Time[redacted]0A-62Two Piece Propeller Shaft Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case0.2 [redacted]0A-61Skid Plate Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case0.3 [redacted]69DEF Equipment [redacted] 4x4 pick-up only(3 - Highly Skilled)2 - Transmissionand Transfer Case0.6 [redacted]0A-[redacted] Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case1.2 [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE ENGINE LIGHT TURN ON AND VEHICLE LOST DRIVE

(Claim) Cause:

VERIFIED CONCERN. FOUND VEHICLE WILL NOT MOVE IN DRIVE. FOUND ACTIVE [redacted]. FOUND [redacted] SNAP RING FAILED. RECOMMEND REPAIR AS PER [redacted]

(Claim) Correction:

REPLACED K1 CLUTCH HUB AND SEALS. TOPPED OFF FLUID, FLASH UPDATED TCM AND TES T DROVE VEHICLE. VERIFIED PROPER SHIFTING.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP9L93 - RAM 4500 CREW CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	BOSAK MOTOR SALES INC	**Zone**	51 [redacted]
Address	3111 W LINCOLN HWY, RT 30 , MERRILLVILLE, IN 46410				

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 ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1282.37	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	HUB	1		358.16	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	GREASE	1		62.28	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	8		118.80	[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]	HUB	1		358.16	$45.92
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	4		[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]	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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	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]	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	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]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		118.80	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

PERFORM [redacted] VEHICLE INSPECTION[can work on [redacted] per [redacted]] DIAGNOSIS [Customer states vehicle malfunctioned at [redacted] dropped into neutral and customer had to coast into a parking lot only reverse now no forward Vehicle getting towed in]

(RO) Cause:

TSB [redacted]

(RO) Correction:

PERFORM [redacted] VEHICLE INSPECTION PERFORM MULTI POINT INSPECTION [redacted] trans has no forward gears, codep0731. service bulletin for this concern21[redacted] removed trans and transfer case,found snap ring dislodged and damaged the k2clutch hub, repl k1 clutch kit, k2 hub andrelated gaskets and seals K1 Clutch / InputShaft Assembly - Inspect and ReplaceSub-Assembly 21-00-0A-91 4.6 [redacted] shaft21-00-0A-[redacted] .2 with skid plate [redacted] .3with 4x4 [redacted] [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] Skid plate equipped Transmission, Remove and install for recondition - [redacted] [redacted] propeller shaft equipped Transmission, Remove and install for recondition - [redacted] 4X4 equipped

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE MALFUNCTIONED AT [redacted] DROPPED INTO NEUTRAL AND C USTOMER HAD TO COAST INTO A PARKING LOT ONLY REVERSE NOW NO FORWARD VEHICLE G ETTING TOWED IN

(Claim) Cause:

[redacted] - FOUND SNAP RING DISLODGED AND DAMAGED THE K2 CLUTCH HUB

(Claim) Correction:

TRANS HAS NO FORWARD GEARS, [redacted]. SERVICE BULLETIN FOR THIS CONCERN 21[redacted] REMOVED TRANS AND TRANSFER CASE, FOUND SNAP RING DISLODGED AND DAMAGE D THE K2 CLUTCH HUB, [redacted] [redacted]H KIT, K2 HUB AND RELATED. GASKETS AND SEAL S

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P91 - 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**	HUNTINGTON JEEP CHRYSLER INC	**Zone**	3[redacted] [redacted]
Address	1220 EAST JERICHO TURNPIKE , HUNTINGTON, NY 11743				

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] 4x4 pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	8		151.52	$119.62
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BEARING	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			68254056AB	HUB	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	BOLT	[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			[redacted]	FLUID AFT	8		[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]	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]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[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]	[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]	
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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	6		113.64	[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]	BOLT	4		36.99	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]

		recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
C	[redacted]	Module, powertrain/engine control (PCM-ECM) ; Reset Module Unit to Clear Active Concern/Issue	ML	CHECK [redacted]/SERVICE [redacted] SO						[redacted]
B	[redacted]	Shaft, steering column intermediate ; Shaft, Upper Steering Column Intermediate Shaft - Inspect	ZZ	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE TRANSMITTAL SERVICE ACTION RECALL CUST STATES CHECK TRANS OPERATION SIRIUS XM WIFI FREE TRIAL ACTIVATED. ALTERNATE TRANSPORTATION MISC MISC MISC

(RO) Cause:

NA

(RO) Correction:

SEE LINE 1 FOR REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES AISIN TRANSMISSION GEAR 1-4 INOP DIAG FOR [redacted] AFTER ROAD TEST

(Claim) Cause:

DIAG CEL [redacted] UNDERBOOST FOUND PCM FLASH TO ADRESS THIS PERFORM FLASH TSB/RSU VERIFY VEHICLE DOES NOT ENGAGE IN [redacted] NO FWD MOOVEMENT FLUIDS OK TRANS FU [redacted] UPDATE AND NO QL REQUIRED AS ASAIN TRANS SEPERATE TCM LL AND CLEAN SCAN AND VERIFY INCORRECT RATIO SNAP RING LIKELY DISLOGGED PUSH IN DROP PAN SOME SMALL FLAKES BEARING BUSHING BRONZE SM FRAGMENTS REMOVE 4X [redacted] PLATE DEF EQUIPMENT SHAFTS TRANSFER CASE REMOVE UNIT PUSH OUT VEHICL E SET TRANS ON FIXTURE AND BEGIN DISSASSEMBLE MEASURE END PLAY REMOVE PUMP I N SPET PUMP ND SEALS REMOVE K1 AND K2 ASSEMBLYS

(Claim) Correction:

[redacted]THMODULE, POWERTRAIN CON-TROL (PCM) - INSPECT ANDREPROGRAM (AISIN TRA NS-MISSION). .4 K2 HUB K1 CLITC INPUT ORDERED PARTS RECD [redacted] TEAR DOWN TO PLANET INSPECT ALL REPLACE ALL PARTS ASSEMBLE WITOUT PUMP GASKETS MEASURE END PLAY WITH STOCK S HIM .034 " TOO LOOSE INTALL .044 SHIM NOW AT .021 END PLAY WITHIN SPEC REMOV E PUMP INSTALL GASKETS INSTALL PUMP TORQUE TO SPEC RE CK END PLAY AT .020 ST ILL ABOVE MIN SPEC ALL OK ASSEMBLE BELLHOUSING SET IN CONVERTER SECURE CONV WITH FABRICATED BRACKETS DRAIN FLUID INSTAL PAN SET ON JACK PUSH IN VEHICLE AND BEGIN INSTALL COMPLETE INSTALL FILL WITH [redacted] RUN FLASH TCM,PCM AND PE RFORM QL ROAD TEST AND RE CK RE SCAN AND TCM VERIFICATION

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] 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]	1000 HIGHWAY 55 E , BUFFALO, MN 55313		

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL # [redacted]

(Claim) Cause:

RECALL

(Claim) Correction:

updated dcu as per recall.

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*** [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:

RECALL

(RO) Cause:

Needs the [redacted] recall.

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[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***	$50.22	***Part***	$0.00	***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***
[redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	50.22	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RECALL RAPID READY RESPONSE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] 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]
Address	, ,		

Condition Information

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

RO Narratives

(RO) Customer Concern:
PERFORM RECALL RAPID READY RESPONSE

(RO) Cause:
NA

(RO) Correction:
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**	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**	[redacted] OF	[redacted]	[redacted]
Address	316 MAYFIELD DR , MONROE, GA 30655				

Condition Information

Condition					Part Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission ; [redacted] equipped 4x4 pick-up only			[redacted]	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 - [redacted]C ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1156.05	$200.58
[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]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1156.05	$50.15
[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 ; [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] 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]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHILE DRIVING VEHICLE STOPPED PULLING- HAS STAR CASE OPEN- CHECK AND ADVISE PERFORM [redacted]

(RO) Cause:

[redacted]

(RO) Correction:

REPAIR FOLLOWS UNDE[redacted] SUBMIT UNDER RRT, FAILED SNAP RING REFER TO LINE 1 FOR [redacted] REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING VEHICLE STOPPED PULLING- HAS STAR CASE OPEN- CH ECK AND ADVISE

(Claim) Cause:

USTOMER STATES WHILE DRIVING VEHICLE STOPPED PULLING- HAS STAR CASE OPEN- CHE CK AND ADVISE [redacted]

(Claim) Correction:

REPAIR FOLLOWS UNDE[redacted] SUBMIT UNDER RRT, FAILED SNAP RING

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 BIG [redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage Code** [redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [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	[redacted]	$71.30
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		[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 pick-up only			[redacted]	FLUID AFT	9		127.40	$71.30
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		59.37	$71.30
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[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	9		127.40	[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	5		[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 ; 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]	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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1		[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]	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]	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]	
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]	CLUTCHKIT	1		[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]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		127.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		70.78	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Replace - automatic			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Replace - automatic			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Replace - automatic			[redacted]	GREASE	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

REASSEMBLED THE TRANSMISSION AND IT WAS STILL OUT OF SPECIFICATION W

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGING LIGHT ON WON'T GO INTO DRIVE

(Claim) Cause:

INTERNAL FAILER

(Claim) Correction:

Started the vehicle and verified that it would not go into drive and only reve rse. verified that the vehicle has fluid. Put the vehicle on a hoist and found code [redacted] for incorrect gear ratio 1 shift. found tsb for transmission issue s [redacted] REV. A. following the tsb I pulled the transmission and disassembl ed it partially and found that the snap ring came out for the K1. following th e tsb i replaced the k1 clutch assembly with the kit supplied for the tsb but the transmission had no input shaft end play. removed the assembly and install ed the smallest supplied adjustable thrust bearing. reassembled the rest of th e transmission and it still did not have the correct end play. disassembled mo re of the transmission to see if i could find an issue and found no further is sues. reassembled the transmission and it was still out of specification with no play. called star and they told me they are seeing issues with the kit and recommended we order another k1 clutch kit. ordered another kit and installed it with the smallest thrust bearing plate supplied and the transmission now ha d the correct end play. reinstalled the transmission into the vehicle and adde d all new fluid. found software update for transmission issues. Flashed tcm fr om current part number [redacted] to targeted part number [redacted]. started the vehicle and verified i had forward and reverse gears. allowed the transmis sion to warm up and performed a quick learn. test drove vehicle and it drove a s designed. [redacted] checked for leaks and fluid level. verified everything is g ood and the vehicle is now repaired. star case [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 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 Code	LOP	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1027.60	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		144.69	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1	X	1027.60	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	3		144.69	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	1027.60	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		144.69	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring		[redacted]	[redacted]	[redacted]	1	X	1027.60	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring		[redacted]	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATED TRANSMISSION DOES NOT SHIFT CORRECTLY

(RO) Cause:

NA

(RO) Correction:

[redacted] Check vehicle over, check fluid leveland it check ok and found a service bulletinthat described the problem. Performed and aair clutch test and found out that k1 was notactuating correctly. Disassemble transmissionand found out the the [redacted] clutch assembly hadcome apart just as the service bulletin said.Replaced K1 clutch assembly and retest andthe vehicle is shifting like it suppose to.Returned vehicle to customer. DIAG K1 CLUTCH INPUT SHAFT ASSEMBLY, INSPECT AND REPLACE SUB AS [redacted] PROPELLER SHAFTEQUIPPED DEF EQUIPMENT [redacted] [redacted] ONLY [redacted] EQUIPPED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATED TRANSMISSION DOES NOT SHIFT CORRECTLY

(Claim) Cause:

DOES NOT SHIFT CORRECTLY

(Claim) Correction:

CHECK VEHICLE OVER, CHECK FLUID LEVEL AND IT CHECK OK AND FOUND A SERVICE BULL ETIN THAT DESCRIBED THE PROBLEM. PERFORMED AND A AIR CLUTCH TEST AND FOUND O UT THAT K1 WAS NOT ACTUATING CORRECTLY. DISASSEMBLE TRANSMISSION AND FOUND OUT THE THE K1 CLUTCH ASSEMBLY HAD COME APART JUST AS THE SERVICE BULLETIN SAID . REPLACED K1 CLUTCH ASSEMBLY.

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

Dealer Information

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

Condition Information

Condition [redacted]		Failure	Failure		Part Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				HUB	1		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1	X	1526.57	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	HUB	1		426.36	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				FLUID AFT	9		159.10	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				FLUID AFT	5		[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]	HUB	1		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		426.36	[redacted]
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	FLUID AFT	9		159.10	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	5		88.39	[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 ; 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]	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 ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	5		88.39	[redacted]
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		29.95	[redacted]
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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		159.10	[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]	FLUID AFT	5		88.39	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	5		[redacted]	
B	[redacted]	Module, Transmission [redacted] (TCM) ; Module, Transmission	RF							[redacted]

		Control (TCM) - Reprogram, Includes Quicklearn Routine								

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESCHECK ENGINE LIGHT IS ON AND VEHICLE WILL NOT DRIVE FORWARD, ONLY IN REVERSE.] Multi-point inspection (according to maintenance interval) RENTAL VEHICLE [DDDPD2 AISIN TRANSMISSION S 1-4 INOP **] 1 [22MY DDDPD2 AISINTRANSMISSION ROUGH SHIFT **]

(RO) Cause:

CHECK OVE BLET

(RO) Correction:

PERFORMED DIAGFOR TRANS CONCERN. FOUND VEHICLE WOULD ONLYMOVE IN REVERES, NO FORWARD . VEHICLEHAS A OPEN THAT ADDRESS THISISSUE. REMOVED TRANS AND DISASSEMBLED. FOUNDK1 CLUTCH SNAP RING HAD DISLODGED AND IS THECAUSE OF LOSS OF FORWARD . REPLACED ASSEMBLY AND THE K1 AND K2 CLUTCHHUBS. HUBS DAMAGED BY FAILURE.REASSEMBLED TRANS AND REINSTALLED IN VEHICLE.TEST DROVE VEHICLE AFTER REPAIRS AND TRANS ISNOW OPERATING AS DESIGNED. Transmission, Remove and install for recondition Transmission, Remove and install for recondition AS68RC/AS69RC Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only equipped CHECK OVER PERFORMED VISUAL MAINTENANCEINSPECTION TO INCLUDE TIRES, BRAKES, ALLVEHICLE FLUIDS, OUTSIDE BULBS, BELTS ANDHOSES. Multi-point inspection (according to maintenanceinterval) COURTESY MAINTENANCE INSPECTION SUBLET SUBLET RENTAL VEHICLE CUSTOMER ACKNOWLEDGES THEY ARE RESPONSIBLE FOR ANYRENTAL CHARGES NOT COVERED BY OR THEIR SERVICE CONTACT x_____ IS FOR K1 SNAP RING.SNAP RING HAS BECOME DISLODGED AND CAUSEDCONCERN ON LINE A. SEE LINE A FOR REPAIR. PERFORM RAPID RESPONSE TRANSMITTAL PERFORMED ANDFLASHED WITH NEW SOFTWARE. PERFORMEDQUICK LEARN AFTER FLASH. 22 MY DDDOD2 AISIN TRANSMISSIONROUGH SHIFT RENTAL CAR 22 MY DDDOD2 AISIN TRANSMISSION ROUGH SHIFT SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON AND VEH WILL NOT DRIVE FORWARD, ONLY REVERSE

(Claim) Cause:

..PERFORMED DIAG FOR TRANS CONCERN. CONFIRMED VEH WIL L ONLY GO IN REVERSE, NO FORWARD .VEH HAS AN OPEN , THAT ADDR ESSES THIS ISSUE.

(Claim) Correction:

REMOVED TRANS AND DISASSEMBLED. FOUND CLUTCH SNAP RING HAD DISLODGED AND IS THE CAUSE OF LOSS OF FORWARD . REPLACED K1 CLUTCH ASSEMBLY AND THE K1 AND K2 CLUTCH HUBS. HUBS DAMAGED BY K1 CLUTCH FAILURE. REASSEMBLED TRANS AND REINSTALLED IN VEHICLE. TEST DRIVE AFTER REPAIRS, TRANS NOW OPERATING AS DE SIGNED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - RAM 3500 REG CAB CHASSIS 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	410 WINCHESTER ST , KEENE, NH 03431		

Condition Information

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

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK [redacted]E LIGHT IS ON PERFORM OPEN RECALLSafety Recall [redacted]A - Intake Air Grid Heate AUTOMATIC TRANSMISSION CONCERN - CUSTOMER STATES THE TRANSMI COMPLIMENTARY CARWASH

(RO) Cause:

NA

(RO) Correction:

wash

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL [redacted] CHECK [redacted] LIGHT IS ON. AND AUTOMATIC TRANSMISSION CONCERN C USTOMER STATES VEHICLE WILL NOT MOVE IN DRIVE.

(Claim) Cause:

PERFORMED RECALL [redacted] REPLACED GRID HEATER RELAY AS PER RECALL INST PROCEDURE SCANNED FOR DTCS SEE ATTACHED [redacted] REPORT HAS [redacted] [redacted] GEAR RATIO E RROR IN [redacted] AND SVERAL OTHER RELATED DTC HAS INTERWAL TRANS FAILURE AS PER A TTACHE [redacted] [redacted] PARTS TO REPAIR TRANS MISSION IS NOT AVAIL AND WILL NEED UNIT TREPLACED SEE ATTACHED DOCUMENTS CHECKED CAUSE OF [redacted] DTC HAS INTERNAL TRANS FAILURE AS PER ATTACHE [redacted] [redacted] NEEDED NOT AVAIL TRANS ASS'Y ON Q/C HOLD SEE ATTACHED ORDER SH EET [redacted] GC CALLED POWERTRAIN HOTLINE. THEY REFERRED ME TO THE [redacted] AND VERIFIED THAT THE AISIN

TRANSMISSION [redacted] IS NOT ON THE THE LIST AND NO P RE-AUTHORIZATION IS NEEDED FOR TRANSMISSION REPLACEMENT 6/5 AND [redacted] TR ANSMISSION ARRIVED AT DEALERSHIP REMOVED FROM SHIPPING CONTAINER WITH FORKLI FT AND CHAIN TO TRANSFER TO JACK TRANS TOO HEAVY TO LIFT REPACKED REMOVE D TRANS REMOVED T CASE AND SKID PLATE AS NEEDED TO REPLACE TRANS ASS'Y WIT H NEW [redacted] REPLACED TORQUE CONVERTER BOLTS AND PROP SHAFT BOLTS AS REQUIRED TRANSFERED BRACKET AS NEEDED TO NEW [redacted] AND REPLACED WIRING HARNESS TYS TRAPS AS NEEDED VERIFIED PROPER TRANS LEVEL UPDATED [redacted] SOFTWARE AS PE R ATTACHE[redacted]A AND PERFORMED QUICK LEARN ROAD TESTED TO V ERIFY PROPER OPERATION AND SHIFTING [redacted] OK

(Claim) Correction:

PERFORMED REC[redacted] [redacted]REPLACED GRID HEATER RELAY AS PER REC[redacted] INST PROCEDURE SCANNED FOR DTCS SEE ATTACHED [redacted] REPORT HAS [redacted] [redacted] GEAR RATIO E RROR IN [redacted] AND SVERAL OTHER RELATED DTC HAS INTERWAL TRANS FAILURE AS PER A TTACHE[redacted] SEVEAL PARTS TO REPAIR TRANS MISSION IS NOT AVAIL AND WILL NEED [redacted] TREPLACED SEE ATTACHED DOCUMENTS CHECKED CAUSE OF [redacted] DTC HAS INTERNAL TRANS FAILURE AS PER ATTACHE[redacted] [redacted] PARTS NEEDED NOT AVAIL TRANS ASS'Y ON Q/C HOLD SEE ATTACHED ORDER SH EET [redacted] GC C[redacted]ED POWERTRAIN HOTLINE. THEY REFERRED ME TO THE [redacted] AND VERIFIED THAT THE AISIN TRANSMISSION [redacted] IS NOT ON THE THE LIST AND NO P RE-AUTHORIZATION IS NEEDED FOR TRANSMISSION REPLACEMENT 6/5 AND [redacted] TR ANSMISSION ARRIVED AT DEALERSHIP REMOVED FROM SHIPPING CONTAINER WITH FORKLI FT AND CHAIN TO TRANSFER TO JACK TRANS TOO HEAVY TO LIFT REPACKED REMOVE D TRANS REMOVED T CASE AND SKID PLATE AS NEEDED TO REPLACE TRANS ASS'Y WIT H NEW [redacted] REPLACED TORQUE CONVERTER BOLTS AND PROP SHAFT BOLTS AS REQUIRED TRANSFERED BRACKET AS NEEDED TO NEW [redacted] AND REPLACED WIRING HARNESS TYS TRAPS AS NEEDED VERIFIED PROPER TRANS LEVEL UPDATED [redacted] SOFTWARE AS PE R ATTACHE[redacted]A AND PERFORMED QUICK LEARN ROAD TESTED TO V ERIFY PROPER OPERATION AND SHIFTING [redacted] OK

Warranty Claim Report

Vehicle Information

[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]
Address	6171 PENSACOLA BLVD , PENSACOLA, FL 32505		

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Radio/Telematics Gateway Module ; Reset Radio Unit To Clear Active Concern/Issue	[redacted]	INTERNAL DEFECT						[redacted]
[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]
[redacted]	[redacted]	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

BRAKES REQUIRE SERVICE MESSAGE ON RADIO RECALL 1 [redacted] Ram Heavy Duty Grid Heater Relay (R ECALL 1) Trans shift 30-40 downshifting more (General Concern 2) COURTESY CUSTOMER VEHICLE INSPECTION INSPECT ALL INTERIOR AND EXTERIOR COMPONENT OPERATIONS.

(RO) Cause:

scanned with witech and found [redacted] and [redacted] active. checked for related bulletins and found no tsb's or available sw updates at this time. found tsb [redacted] for future tbm sw update for related box error messages. will be an ota update and expected release is [redacted] no further action is recommended at this time test drove. could not duplicate. checked for related bulletins and found tsb [redacted] and tsb [redacted] for tcm and pcm sw updates for related customer concerns. CHECK FLUID LEVELS, WIPERS, BRAKES, BATTERY, TIRES, ETC. PERFORMED COMPLETE VEHICLE INSPECTION PER CHECK LIST

(RO) Correction:

reset [redacted] and radio and cleared faults no parts in stock updated tcm from [redacted] to ab and updated pcm from [redacted] ai. AND NOTIFIED CUSTOMER OF ANY CONCERNS. AND VEHICLE WALK AROUND.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BRAKES REQUIRE SERVICE MESSAGE ON RADIO Trans shift 30-40 downshifting more (General Concern 2)

(Claim) Cause:

scanned with witech and found anc [redacted] and [redacted] active. checked for re test drove. could not duplicate. checked for related bulletins and found tsb 2

(Claim) Correction:

reset anc and radio and cleared faults updated tcm from [redacted] to ab and updated pcm from [redacted] ai.

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]
Address	6171 PENSACOLA BLVD , PENSACOLA, FL 32505		

Condition Information

Condition	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	***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	00000NPN	DEF FLUID	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

DEALER STATES LOW FILL UNIT

(RO) Cause:

LOW FILL UNIT

(RO) Correction:

FILLED LOW FILL UNIT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DEALER STATES LOW FILL UNIT

(Claim) Cause:

LOW FILL UNIT

(Claim) Correction:

FILLED LOW FILL UNIT

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 [redacted] 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]	**Zone**	71 LOS ANGELES
Address	6300 KING , VENTURA, CA 93003				

Condition Information

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

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUEST OIL AND FILTER CHANGE SERVICE RECALL 13A [redacted] Ram Heavy Duty Grid Heater Relay (REC ALL) INSPECT ALL TIRES FOR WEAR AND ADJUST PRESSURES AS REQUIRED. INSPECT FLUID CONDITION AND LEVELS. INSPECT BELTS, HOSES AND AIR FILTER. INSPECT WINDSHIELD WIPERS AND BLADES. INSPECT COOLING SYSTEM FOR LEAKS AND MIXTURE INSPECT BATTERY AND LAMPS. SET TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS PER [redacted] CODE OF REGULATIONS FRONT..... REAR.....

(RO) Cause:

NA

(RO) Correction:

COMPLETED ALL SERVICES S/O PARTS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUEST OIL AND FILTER CHANGE SERVICE

(Claim) Cause:

NA

(Claim) Correction:

COMPLETED [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]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	3314 STADIUM DRIVE , JONESBORO, AR 72401				

Condition Information

Condition		Desc	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	[redacted]	1		[redacted]	
A	21000A60	Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	[redacted]	1	X	1027.60	$122.21
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	O-RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1	X	1027.60	$30.55
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [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]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[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	[redacted]	[redacted]	[redacted]	O[redacted]	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

DIESEL DIAGNOSTIC [CUSTOMER STATES VEHICLE IS NOT SHIFTING CORRECTLY] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

[redacted] 1.2

(RO) Correction:

DISLODGED SNAPRING FOR [redacted] KNOWNISSUE WITH THIS TRANSMISSION. VERIFIEDCONCERN. FOUND NO CODES AND FLUID FULL ANDCLEAN. REMOVED TRANSMISSION AND REMOVEDCLUTCH TO VERIFY. INSTALLED REPAIR KIT ANDREINSTALLED TRANSMISSION. CLEARED ANY CODES.TOPPED FLUID AND QUICKLEARN. TEST DROVE ANDVERIFIED CONCERN NO LONGER PRESENT Transmission, Remove and install for recondition -[redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) TOW CHARGE SUBLET REPAIRS Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION PARTS ON ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S VEHICLE IS NOT SHIFTING CORRECTLY.

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. FOUND DISLODGED SNAP RING FO[redacted].

(Claim) Correction:

NO DTC'S FOUND AND FLUID WAS FULL AND CLEAN. REMOVED TRANS AND REMOVED CLUTCH TO VERIFY. INSTALLED NEW REPAIR KIT AND REINSTALLED TRANSMISSION. TOPPED FLU ID AND PERFORMED QUICKLEARN ROUTINE. TEST DROVE VEHICLE AND VERIFIED THAT IT IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L93 - RAM 5500 CREW CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				CLUTCHKIT	1	X	1293.90	$135.01
[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]	GREASE	1		62.84	$135.01
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				FLUID AFT	5		74.92	$135.01
[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]	GREASE	1		62.84	$22.50
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	5		74.92	$22.50
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	GREASE	1		62.84	[redacted]

		[redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID [redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION ONLY HAS REVERSE

(RO) Cause:

K1 SNAP RING DISLODGED

(RO) Correction:

PERFORMED TSB [redacted] ADDITIONAL LABOR FOR TRANSMISSION WORK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION ONLY HAS REVERSE

(Claim) Cause:

K1 SNAP RING DISLODGED

(Claim) Correction:

PERFORMED TSB [redacted] REMOVED TRANSMISSION AND TRANSFER CASE DISCARDING THE TORQUE CONVERTER BOLTS REPLCED THE K1 CLUTCH ASSEMBLY WHICH INCLUDES A NEW S NAP RING.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Module, Diesel Emission Fluid System ; Inspect DEF Control Unit (DCU) Software Level	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
A	[redacted]	State Labor Allowance								[redacted]

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection [CUSTOMER [redacted]S THE CHECK ENGINE LIGHT IS ONAND HAS NO POWER. CUSTOMER BELIEVESTHE FILTER IS CLOGGED. CHECK AND ADVISE.] Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted] - Diesel Exhaust Fluid **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] PERFORM MULTI POINT INSPECTION TO VEHICLE .REPLACE FRONT PADS AND REPLACE ROTOR [redacted] OF FUEL VEHICLE IS LOOSING POWER, NEEDS DPF

(RO) Cause:

REGEN RECALL BACKORDER PART DPF

(RO) Correction:

[redacted] Checked and found code [redacted]. Found TSB [redacted] to updatePCM. Updated PCM but DEF still shows clogged.Performed stationary regeneration andaftertreatment verification test drive. Aftertest drive soot load was still at [redacted]. Morediagnostics are needed. See line E. recaLL [redacted] [redacted] REGENERATION [redacted] Performed recall [redacted]. Inspection only RECALL [redacted] [redacted] PART FOR GRID RELAY IS ONBACKORDER CUSTOMER REQUESTS TO CHECK AND PERFORM OPEN RECALL PERFORM MULTI POINT INSPECTION TO VEHICLE VERIFY CONTACT INFORMATION. MOBILE _____ EMAIL _____ .REPLACE FRONT PADS AND REPLACE ROTORS [redacted] After performing PCM update,regeneration and aftertreatment verificationtest, vehicle still started to clogged DPFwith [redacted]. After completing more tests,found out that DPF is clogged and needs to bereplace. Removed old and installed new DPF,performed aftertreatment test drive. All okat this time. FILTER DIESEL [redacted] [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND HAS NO POWER. CUSTOMER BELIE VES THE FILTER IS CLOGGED. CHECK AND ADVISE.]

(Claim) Cause:

CHECKED AND FOUND [redacted] AND [redacted]. FOUND TSB[redacted] TO UPDATE FOUND TSB[redacted] TO UPDATE PCM PCM. UPDATED PCM BUT DEF STILL SHOWS CLOGGED. PERFORMED STATIONARY REGENERATI ON AND AFTERTREATMENT VERIFICATION TEST DRIVE. AFTER TEST DRIVE SOOT LOAD WAS STILL AT [redacted]. MORE DIAGNOSTICS ARE NEEDED. SEE LINE E. AFTER PERFORMING PC M UPDATE, REGENERATION AND AFTERTREATMENT VERIFICATION TEST, VEHICLE STILL S TARTED TO CLOGGED DPF WITH [redacted]. AFTER COMPLETING MORE TESTS, FOUND OUT THAT DPF IS CLOGGED AND NEEDS TO BE REPLACE

(Claim) Correction:

UPDATED PCM REMOVED OLD AND INSTALLED NEW DPF, PERFORMED AFTERTREATMENT TEST DRIVE. ALL O K AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM [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	1155 W DUNDEE ROAD , ARLINGTON [redacted], IL 60004				

Condition Information

Condition [redacted]	[redacted]		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE SO	[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] - [redacted] pick up only			[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] - [redacted] pick up only			[redacted]	[redacted]				
[redacted]		State Labor Allowance			[redacted]	CONVERTER	1	X	[redacted]	
[redacted]		State Labor Allowance			[redacted]	[redacted]				
[redacted]		Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]
B	[redacted]	State Labor Allowance								[redacted]

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection [CUSTOMER STATES THE CHECK [redacted] LIGHT IS ONAND HAS NO POWER. CUSTOMER BELIEVESTHE FILTER IS CLOGGED. CHECK AND ADVISE.] Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted] - Diesel Exhaust Fluid **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay

**] PERFORM MULTI [redacted] INSPECTION TO VEHICLE .REPLACE FRONT PADS AND REPLACE ROTOR [redacted] OF FUEL VEHICLE IS LOOSING POWER, NEEDS DPF

(RO) Cause:

REGEN RECALL BACKORDER PART DPF

(RO) Correction:

[redacted] Checked and found code [redacted]. Found TSB [redacted] to updatePCM. Updated PCM but DEF still shows clogged.Performed stationary regeneration andaftertreatment verification test drive. Aftertest drive soot load was still at [redacted]. Morediagnostics are needed. See line E. recaLL [redacted] Performed recall [redacted]. Inspection only RECALL [redacted] PART FOR GRID RELAY IS ONBACKORDER CUSTOMER REQUESTS TO CHECK AND PERFORM OPEN RECALL PERFORM MULTI [redacted] INSPECTION TO VEHICLE VERIFY CONTACT INFORMATION. MOBILE _____ EMAIL _____ .REPLACE FRONT PADS AND REPLACE ROTORS [redacted] After performing PCM update,regeneration and aftertreatment verificationtest, vehicle still started to clogged DPFwith [redacted]. After completing more tests,found out that DPF is clogged and needs to bereplace. Removed old and installed new DPF,performed aftertreatment test drive. All okat this time. FILTER DIESEL [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND HAS NO POWER. CUSTOMER BELIE VES THE FILTER IS CLOGGED. CHECK AND ADVISE.]

(Claim) Cause:

CHECKED AND FOUND [redacted] AND [redacted]. FOUND TSB [redacted] TO UPDATE FOUND TSB [redacted] TO UPDATE PCM PCM. UPDATED PCM BUT DEF STILL SHOWS CLOGGED. PERFORMED STATIONARY REGENERATI ON AND AFTERTREATMENT VERIFICATION TEST DRIVE. AFTER TEST DRIVE SOOT LOAD WAS STILL AT [redacted]. MORE DIAGNOSTICS ARE NEEDED. SEE LINE E. AFTER PERFORMING PC M UPDATE, REGENERATION AND AFTERTREATMENT VERIFICATION TEST, VEHICLE STILL S TARTED TO CLOGGED DPF WITH [redacted]. AFTER COMPLETING MORE TESTS, FOUND OUT THAT DPF IS CLOGGED AND NEEDS TO BE REPLACE

(Claim) Correction:

UPDATED PCM REMOVED OLD AND INSTALLED NEW DPF, PERFORMED AFTERTREATMENT TEST DRIVE. ALL O K 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]	**Total Paid**	[redacted]

Dealer Information

[redacted]		**Name**	[redacted]	**Zone**	32
Address	410 WINCHESTER ST , [redacted] , NH 03431				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only		[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only		[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only		[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only		00000NPN	TIE	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only		[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	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	CHECK [redacted] SERVICE SO	00000NPN	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped		[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped		[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped		[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped		00000NPN	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate		[redacted]	[redacted]				

		equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			00000NPN	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	CLIP	1		[redacted]	[redacted]
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	4		16.60	$0.00
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			00000NPN	[redacted]	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	CLIP	1		1.30	$0.00
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			00000NPN	[redacted]	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	CLIP	1		[redacted]	
A	[redacted]	Cable, transmission Adjustment ; Automatic transmission			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Cable, transmission Adjustment ; Automatic transmission			[redacted]	TRANSMISS	1	X	4575.00	$0.00

A	[redacted]	Cable, transmission Adjustment ; Automatic transmission			[redacted]	[redacted]			[redacted]	
A	[redacted]	Cable, transmission Adjustment ; Automatic transmission			00000NPN	TIE	1		[redacted]	
A	[redacted]	Cable, transmission Adjustment ; Automatic transmission			[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON PERFORM OPEN RECALLSafety Recall [redacted]- Intake Air Grid Heate AUTOMATIC [redacted]MISSION CONCERN - CUSTOMER STATES THE [redacted]MI COMPLIMENTARY CARWASH

(RO) Cause:

NA

(RO) Correction:

wash

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL [redacted] CHECK ENGINE LIGHT IS ON. AND AUTOMATIC [redacted]MISSION CONCERN C USTOMER STATES VEHICLE WILL NOT MOVE IN DRIVE.

(Claim) Cause:

PERFORMED RECALL [redacted]REPLACED GRID HEATER RELAY AS PER RECALL INST PROCEDURE SCANNED FOR DTCS SEE ATTACHED [redacted] REPORT HAS [redacted] [redacted] GEAR RATIO E RROR IN [redacted] AND SVERAL OTHER RELATED DTC HAS INTERWAL [redacted] FAILURE AS PER A TTACHE [redacted] SEVEAL PARTS TO REPAIR [redacted] MISSION IS NOT AVAIL AND WILL NEED [redacted] TREPLACED SEE ATTACHED DOCUMENTS CHECKED CAUSE OF [redacted] HAS INTERNAL [redacted] FAILURE AS PER ATTACHE [redacted] [redacted] NEEDED NOT AVAIL [redacted] ASS'Y ON Q/C HOLD SEE ATTACHED ORDER SH EET [redacted] GC CALLED POWERTRAIN HOTLINE. THEY REFERRED ME TO THE [redacted] AND VERIFIED THAT THE AISIN [redacted]MISSION [redacted] IS NOT ON THE THE LIST AND NO P RE-AUTHORIZATION IS NEEDED FOR [redacted]MISSION REPLACEMENT 6/5 AND [redacted] [redacted]MISSION ARRIVED AT DEALERSHIP REMOVED FROM SHIPPING CONTAINER WITH FORKLI FT AND CHAIN TO [redacted]FER TO JACK [redacted] TOO HEAVY TO LIFT REPACKED REMOVE D [redacted] REMOVED T CASE AND SKID PLATE AS NEEDED TO REPLACE [redacted] ASS'Y WIT H NEW [redacted] REPLACED TORQUE CONVERTER BOLTS AND PROP SHAFT BOLTS AS REQUIRED [redacted]FERED BRACKET AS NEEDED TO NEW [redacted] AND REPLACED WIRING HARNESS TYS TRAPS AS NEEDED VERIFIED PROPER [redacted] LEVEL UPDATED [redacted] SOFTWARE AS PE R ATTACHE [redacted]A AND PERFORMED QUICK LEARN ROAD TESTED TO V ERIFY PROPER OPERATION AND SHIFTING ALL OK

(Claim) Correction:

PERFORMED RECALL [redacted]REPLACED GRID HEATER RELAY AS PER RECALL INST PROCEDURE SCANNED FOR DTCS SEE ATTACHED [redacted] REPORT HAS [redacted] [redacted] GEAR RATIO E RROR IN [redacted] AND SVERAL OTHER RELATED DTC HAS INTERWAL [redacted] FAILURE AS PER A TTACHE [redacted] SEVEAL PARTS TO REPAIR [redacted] MISSION IS NOT AVAIL AND WILL NEED [redacted] TREPLACED SEE ATTACHED DOCUMENTS CHECKED CAUSE OF [redacted] HAS INTERNAL [redacted] FAILURE AS PER ATTACHE [redacted] [redacted] NEEDED NOT AVAIL [redacted] ASS'Y ON Q/C HOLD SEE ATTACHED ORDER SH EET [redacted] GC CALLED POWERTRAIN HOTLINE. THEY REFERRED ME TO THE [redacted] AND VERIFIED THAT THE AISIN [redacted]MISSION [redacted] IS NOT ON THE THE LIST AND NO P RE-AUTHORIZATION IS NEEDED FOR [redacted]MISSION REPLACEMENT 6/5 AND [redacted] [redacted]MISSION ARRIVED AT DEALERSHIP REMOVED FROM SHIPPING CONTAINER WITH FORKLI FT AND CHAIN TO [redacted]FER TO JACK [redacted] TOO HEAVY TO LIFT REPACKED REMOVE D [redacted] REMOVED T CASE AND SKID PLATE AS NEEDED TO REPLACE [redacted] ASS'Y WIT H NEW [redacted] REPLACED TORQUE CONVERTER BOLTS AND PROP SHAFT BOLTS AS REQUIRED [redacted]FERED BRACKET AS NEEDED TO NEW [redacted] AND REPLACED WIRING HARNESS TYS TRAPS AS NEEDED VERIFIED PROPER [redacted] LEVEL UPDATED [redacted] SOFTWARE AS PE R ATTACHE [redacted]A AND PERFORMED QUICK LEARN ROAD TESTED TO V ERIFY PROPER OPERATION AND SHIFTING 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**	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]
Address	[redacted]		

Condition Information

[redacted]			**Failure**	**Failure Desc**	**[redacted] Number**	**[redacted] Name**	**Quantity**	**Failed**	**[redacted] Expense**	**Expense**
A	[redacted]	Pump, Unit ; [redacted] Diesel - Cab Chassis Only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	INJECTOR	[redacted]			[redacted]
A	[redacted]	Pump, Unit ; [redacted] Diesel - Cab Chassis Only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	MODULE	1	X	[redacted]	[redacted]
A	[redacted]	Pump, Unit ; [redacted] Diesel - Cab Chassis Only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID	1		39.99	[redacted]
A	[redacted]	Injector Assembly ; [redacted] liter diesel engine				INJECTOR	1		415.49	$61.33
A	[redacted]	Injector Assembly ; [redacted] liter diesel engine				MODULE	1	X	[redacted]	
A	[redacted]	Injector Assembly ; [redacted] liter diesel engine			[redacted]	FLUID	1		39.99	$61.33

RO Narratives

(RO) Customer Concern:

DRIVEABILITY CONCERN [Customer states check engine light is on anddef message is on check and advise] [redacted] [redacted] - 23MY DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] RECALL [Safety Recall [redacted] - Intake Air Grid Heater Relay **] [redacted] CJDR COMPLIMENTARY MULTI POINT INSPECTION

(RO) Cause:

. . F

(RO) Correction:

[redacted] def injector FLOW//// DEF PUMP PRESSURE110 SCANNED VEHICLE FOR DTCS FOUND [redacted] FREDUCTANT LEVEL TOO LOW, [redacted] SCR ERRORDETECTED (BOTH STORED), [redacted] REDUCTANT NOFLOW DETECTED (ACTIVE) DEF TANK IS FULL, NODEF MESSAGE BUT CEL IS ON, TAKE SAMPLE OF DEFFLUID FOUND FLUID GOOD AND MEASURES 32.8% [redacted] CARBONS DETECTED, REMOVE DEF INJECTORAND PERFORM DEF INJECTOR FLOW TEST FOUNDINJECTOR FLOW [redacted] SPEC IS [redacted], REMVOEDEF LINE FROM INJECTOR AND PERFORM PUMP PRIMETEST FOUND DEF LINE CLEAR AND NORESTRICTIONS. INSTALL NEW DEF INJECTOR ANDCLEAR CODES, WARM EXHAUST SYSTEM SO DEFSYSTEM CAN BE

OPERATIONAL, PERFORMAFTERTREATMENT SYSTEM PERFORMANCE TEST, TESTFAILED FOR DOSING, REMOVE DEF INJECTOR ANDPERFORM INJECTOR FLOW TEST INJECTOR FLOW [redacted] AND WITHIN SPEC, PERFORM DEF PUMP PRIMEPROCEDURE AND CHECK FOR LEAKS NO LEAKSPRESENT. TEST DRIVE VEHICLE AND MONITOR DEFSYSTEM READINGS FOUND DEF LINE PRESSURE AT [redacted] SHOULD BE [redacted], PERFORM DEF PUMPPRIME PROCEDURE AND CHECK FOR LEAKS AGAIN, NOLEAKS PRESENT. DRAIN DEF TANK AND REMOVE DEFPUMP AND INSPECT FOR CONTAMINATES OR DEBRISNONE FOUND, INSTALL NEW DEF PUMP WITH NEWO-RING AND FILL DEF FLUID, PRIME DEF PUMP ANDSTART ENGINE DEF LINE PRESSUR[redacted] PERFORM AFTERTREATMENT SYSTEM PERFORMANCETEST, TEST PASSED. TEST DRIVE VEHICLE MONITORDEF LINE PRESSURE DURING TEST DRIVE LINEPRESSURE STAYS AT [redacted]. RECHECK FOR CODESAFTER TEST DRIVE NO CODES PRESENT DRIVEABILITY CONCERN [Customer states check engine light is on and def message is on check and advise] Driveability [redacted] NO PARTS [redacted] [redacted] [redacted] DDDPD2 AISIN TRANSMISSIONGEARS 1-4 INOP **] [redacted] NO PARTS RECALL [Safety Recall [redacted] - Intake Air Grid Heater Relay **] [redacted] COMPLIMEN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEH IN FOR CEL COMING ON.

(Claim) Cause:

HAD [redacted]F--REDUCTANT LEVEL TOO LOW, [redacted]--SCR ERROR DETECTED AND [redacted]- REDUCTANT NO FLOW DETECTED. TECH INSPECTED AND FOUND THAT THE DEF INJECTOR HAD PARTIAL FLOW AND THE DEF PUMP HAD INTERNAL FAILURE

(Claim) Correction:

REPLACED DEF PUMP AND DEF INJECTOR,CLEARED CODES AND TEST DROVE.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 LARAMIE 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	LITHIA DODGE OF BILLINGS	[redacted]	[redacted]
Address	2229 KING AVENUE WEST , BILLINGS, MT 59102				

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense [redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	[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] - [redacted] LIMITED CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] OF [redacted]	**Zone**	[redacted]
Address	2551 STATE ROUTE 40 , GREENWICH, NY 12834				

Condition Information

Condition [redacted]	[redacted]	[redacted]	[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	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS Perform [redacted]. PERFORM FINAL SERVICE INSPECTION CHECKLIST AND REPORT THROUGH [redacted]. CLEAN FOR DELIVERY NEW TRUCK/SUV GL[redacted] PLEASE FILL DEF AT TIME OF DELIVERY

(RO) Cause:

PERFORM NY STATE SAFETY ONLY INSPECTION NEW VEHICLE INSPECTION CLEAN FOR DELIVERY LOW ON FLUID

(RO) Correction:

TECHNICIAN PERFORME[redacted] SAFETY INSPECTION. ISSUED STICKER NUMBER: [redacted] COMPLETED INSPECTION AND REPORTED FOR DELIVERY PERFORM CLEAN FOR DELIVERY. COMPLETED DEF FILL PER REQUEST.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DEF FLIUD LOW

(Claim) Cause:

NEW VEHICLE DELIVERY

(Claim) Correction:

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

Condition Information

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

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER REQ PERFORM [redacted]

(Claim) Cause:
[redacted]

(Claim) Correction:
Removed nut (Starter B+ Cable) Replaced with new updated starter nut [redacted]. RRT complete.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P92 - 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	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] JEEP OF [redacted]	[redacted]
Address	16610 SMOKEY POINT BLVD , ARLINGTON, WA 98223		

Condition Information

Condition [redacted]	[redacted]	Desc	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)	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] Ram Heavy Duty Grid Heater Rel

(Claim) Cause:

[redacted] recall

(Claim) Correction:

Removed old grid heater relay, rendered useless and replaced with new updated heater grid relay. Recall complete.

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**	$183.49	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

[redacted]					[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Filter/regulator assembly, fuel ; Housing, Fuel Filter - [redacted] diesel engine - [redacted] mounted	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FILTER	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE WATER IN FUEL LIGHT IS ON. CUSTOMER STATES THAT THIS KEEPS HAPPENING MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

. MOPAR EXPRESS LANE INSPECTION

(RO) Correction:

[redacted] VEHICLE HAD DTC FOR WIF SENSO[redacted] HIGH. MEASURED VOLTAGE BETWEEN WIFSENSOR CIRCUIT AND RETURN CIRCUIT AND GOT4.68 [redacted]. ACCORDING TO SERVICE LIBRARY, WIFSENSOR MUST BE REPLACED IF VOLTAGE READSBETWEE[redacted] AND [redacted]. REPLACED FUELFILTER HOUSING AS WIF SENSOR IS NOTSERVICEABLE. Filter/regulator assembly, fuel - Replace Housing, Fuel Filter - [redacted] diesel engine -Chassis mounted (1 - Semi-Skilled) [redacted] VEHICLE INSPECTION ANDWAS SENT TO ADVISOR FOR CUSTOMER REVIEW. MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

SENSO[redacted] HIGH

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE WATER IN FUEL LIGHT IS ON. CUSTOMER STATES THAT THIS KEEPS HAPPENING

(Claim) Cause:

VEHICLE HAD DTC FOR WIF SENSO[redacted] HIGH.

(Claim) Correction:

VEHICLE HAD DTC FOR WIF SENSOR 2 CIRCUIT HIGH. MEASURED VOLTAGE BETWEEN WIF SE NSOR CIRCUIT AND RETURN CIRCUIT AND GOT [redacted]. ACCORDING TO SERVICE LIB RARY, WIF SENSOR MUST BE REPLACED IF VOLTAGE READS BETWEEN 4.5 AND [redacted]. REPLACED FUEL FILTER HOUSING AS WIF SENSOR IS NOT SERVICEABLE.

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***	WEGNER AUTO COMPANY INC	[redacted]	[redacted]
Address	330 E SIOUX AVE , PIERRE, SD 57501				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	[redacted] ***Failed***	***Expense***	***Expense***
[redacted]		Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	
[redacted]		Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] RECALL [redacted] INTAKE AIR GRID HEATER RELAY REPLACED RELAY,INTAKE AIR HEATER [redacted] RECALL [redacted] DIESEL EXHAUST FLUID UPDATED DCU SOFTWARE LEVEL FROM: [redacted] TO: [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] 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

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

Condition Information

Condition	[redacted] Desc	Failure	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch [redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	06511777AA	[redacted]	6		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch [redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	[redacted]		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch [redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GREASE	1		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch [redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	05189966AD	FLUID AFT	[redacted]		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch [redacted] - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1871.70 [redacted]

RO Narratives

(RO) Customer Concern:

DIAGNOSE AND ADVISE CUSTOMER STATES CHECK ENGINE LIGHT IS ON SLAMS INTO GEAR WHEN PUT IN GEAR FROM PARK AND WONT UPSHIFT WHILE DRI[redacted]G (Automatic Transmission Concern) CUSTOMER REQUESTS CHRYSLER MULTI-POINT INSPECTION CUSTOMER REQUESTS CHECK TIRE PRESSURE AND SET TO RECOMMENDED PRESSURE.

(RO) Cause:

[redacted] GEAR 1 INCORRECT RATIO.

(RO) Correction:

PERFORMED RECALL K1 SNAP RING REPAIR LO[redacted] [redacted] DRIVE SHAFT LOP [redacted] SKID PLATE LOP [redacted] TOTAL: [redacted] 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 SLAMS INTO GEAR WHEN PUT IN GEAR FROM PARK AND WONT UPSHIFT WHILE DRIVING (AUTOMATIC TRANSM ISSION CONCERN)

(Claim) Cause:

[redacted] 1 INCORRECT RATIO.

(Claim) Correction:

PERFORMED RECALL K1 SNAP RING REPAIR

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	Name	[redacted]
Address	, ,		

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	[redacted] 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 ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				WASHER	1		[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		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				ADHESIVE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	2		106.80	[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]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	WASHER	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]	SEAL RING	1		[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 ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[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]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		34.64	[redacted]
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]	WASHER	1		7.52	[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]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	ADHESIVE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		106.80	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN 1.0 HOUR [CUSTOME MULTI POINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING THE TRUCK QUIT PULLING, HAD TO HAVE TOWED IN

(Claim) Cause:

CHECKED SERVICE LIBRARY FOR [redacted](S), [redacted](S), STAR CASE(S), [redacted]), [redacted](S) AND RE CALLS AND FOUND APPLICABLE [redacted] A WHICH IS RELATED TO THE VEHI CLE'S CONCERN. PERFORMED A VIN INQUIRY TO FIND AN OPEN CAMPAIGN. THIS VEHICL E MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROU BLE CODE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF [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 R APID SERVICE UPDATE 23-065 INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEAR N ROUTINE. DOCUMENTED THE LABOR OPERATION NUMBER AS [redacted] WITH A RELAT ED LABOR OPERATION OF 21-00-0A[redacted] AND THE TOTAL LABOR TIME AS [redacted]. DOC UMENTED THE LABOR OPERATION NUMBER AS 21-00-0A[redacted] WITH A RELATED LABOR OPER ATION O[redacted].

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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	484 BOSTON ROAD , SPRINGFIELD, MA 01109				

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	62.91	$30.81[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOME[redacted]S MIL LIGHT ON, BRINGING BACK FOR FUEL PUMP REPLACEMENT. PARTS IN STOCK CUSTOMER REQUEST:PERFORM RECALL [redacted] CUSTOMER REQUEST:PERFORM [redacted] CUSTOMER REQUEST: PERFORM VIDEO MULTI POINT INSPECTION ---------- PARTS SUPPLY SHORTAGE FROM MANUFACTURE NOTIFICATION: >>>>

CUSTOMER STATES MIL LIGHT ON, BRINGING BACK FOR FUEL PUMP REPLACEMENT. PARTS IN STOCK

(Claim) Cause:

TECH FOUND DTC PCM [redacted] INJECTION TIMING PERFORMANCE- ACTIVE PRESENT FOL LOWING DIAG FOUND FUEL DELIVERY DOES NOT MEET SPECIFICATIONS REPLACING REAR PUMP AND RETESTING

(Claim) Correction:

REAR PUMP ASSEMBLY REPLACED TECH FOUND DTC DOES NOT RETURN AT THIS TIME REL EASED VEHICLE

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	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]	**Zone**	[redacted]
Address	8100 ANNAPOLIS ROAD , [redacted] , MD 20784				

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater [redacted]ay ; Replace Intake Air Grid Heater [redacted]ay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	64.52	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater [redacted]

(RO) Cause:

OPEN RECALL

(RO) Correction:

COMPLETED RECALL [redacted] SPECIAL ORDER PARTS - WE WILL CALL CUSTOMER ONCE PARTS HAVE ARRIVED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater [redacted]

(Claim) Cause:

OPEN RECALL

(Claim) Correction:

COMPLETED RECAL[redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]
Address	484 BOSTON ROAD , SPRINGFIELD, MA 01109		

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/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Rear Tank	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	MODULEKIT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES MIL LIGHT ON, BRINGING BACK FOR FUEL PUMP REPLACEMENT. PARTS IN STOCK CUSTOMER REQUEST:PERFORM RECALL [redacted] REQUEST:PERFORM [redacted] CUSTOMER REQUEST: PERFORM VIDEO MULTI POINT INSPECTION ---------- PARTS SUPPLY SHORTAGE FROM MANUFACTURE NOTIFICATION: >>>>

CUSTOMER STATES [redacted] LIGHT ON, BRINGING BACK FOR FUEL PUMP REPLACEMENT. PARTS IN STOCK

(Claim) Cause:

TECH FOUND DTC PCM [redacted] INJECTION TIMING PERFORMANCE- ACTIVE PRESENT FOL LOWING DIAG FOUND FUEL DELIVERY DOES NOT MEET SPECIFICATIONS REPLACING REAR PUMP AND RETESTING

(Claim) Correction:

REAR PUMP ASSEMBLY REPLACED TECH FOUND DTC DOES NOT RETURN AT THIS TIME REL EASED VEHICLE

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

Condition Information

Condition		Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	RING	[redacted]			
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	RING	1		6.83	$96.89
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	O-RING	1		30.49	$96.89
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		37.23	$96.89
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	WASHER	1		8.08	$96.89
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	5		19.99	$96.89
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	1		4.00	$96.89
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		172.17	$96.89
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	SNAP RING	1	X	10.41	$96.89
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RING	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RING	1		6.83	$193.79
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	O-RING	1		30.49	$193.79
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		37.23	$193.79
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		8.08	$193.79
[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			[redacted]	BOLT	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			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	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]	SEAL RING	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 ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	5		[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 ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		47.64	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		6.83	[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]	O-RING	1		30.49	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted]	[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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted]	5		[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		4.00	[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]	
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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	05189977AD	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	68269568AB	SNAP RING	1	X	10.41	[redacted]
A	85LOAN00	Loaner Car ; [redacted]			[redacted]	SEAL RING	4		[redacted]	
A	85LOAN00	[redacted] ; [redacted]			[redacted]	SEAL RING	1		[redacted]	
A	85LOAN00	[redacted] ;			[redacted]	O-RING	1		30.49	
A	85LOAN00	[redacted] ;			[redacted]	GASKET	1		[redacted]	
A	85LOAN00	[redacted] ;			[redacted]	WASHER	1		[redacted]	
A	85LOAN00	[redacted] ;			[redacted]	[redacted]	5		[redacted]	
A	85LOAN00	[redacted] ;			[redacted]	[redacted]	1		[redacted]	
A	85LOAN00	[redacted] ;			[redacted]	[redacted]	4		[redacted]	
A	85LOAN00	[redacted] ;			[redacted]	[redacted]	4		[redacted]	
A	85LOAN00	Loaner Car ; [redacted]			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; [redacted]			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	[redacted] ; High Line Vehicles			[redacted]	[redacted] RING	4		47.64	[redacted]
A	[redacted]	[redacted] ; High Line Vehicles			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O-RING	1		30.49	[redacted]
A	[redacted]	[redacted] ; High Line [redacted]			[redacted]	GASKET	1		37.23	[redacted]

A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]R	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	BOLT	5		19.99	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	BOLT	1		4.00	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	BOLT	4		27.65	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	BOLT	4		27.65	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	SNAP RING	1	X	10.41	[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL CONCERNS RECALLS DEALER RENTAL / ALTERNATE TRANSPORTATION FULL SYNTHETIC OIL CHANGE BETTER PERFORMANCE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

PART NUMBER, [redacted] ORDER [redacted] CAMPAINGE/RRT PART NO VOR SHOWES

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND THE VEHICLE WOULD CLUNK WHEN GOING INTO GEAR AND REVS HIGH BUT DOES NOT MOVE IN DRIVE

(Claim) Cause:

UPON INSPECTION I FOUND [redacted] AND THE VEHICLE WOULD NOT PULL FORWARD

(Claim) Correction:

I PERFORME [redacted] AND ALSO, FLASHED THE TCM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - 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)***	11

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	55.28	$34.19 [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)

(RO) Cause:

.

(RO) Correction:

[redacted] PERFORM RECALL [redacted] INTAKE AIR GRIDHEATER RELAY REMOVE AND REPLACE GRID HEATERRELAY Safety Recall [redacted] PERFORM INSPECTION Multi-point inspection (according to maintenanceinterval) MEL INSP. PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$50.92	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Rep[redacted] Intake Air Grid Hea[redacted] Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA[redacted]	RELAY	1	X	50.92	$25.03[redacted]

RO Narratives

(RO) Customer Concern:

RECALL1 CUSTOMER STATES

(RO) Cause:

NA

(RO) Correction:

[redacted] - Safety Recall [redacted] Intake Air Grid Heater Relay Rep [redacted]2 - [redacted] Intake Air Grid Heater Relay [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - Transmission DEF equipped [redacted] [redacted] pick-up on [redacted] - ly; [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**	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**	70 [redacted]
Address	1724 HILTON DR , ST GEORGE, UT 84770				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		[redacted] Pan, Oil - Related Repairs ; Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	[redacted]	1		378.00	[redacted]
[redacted]		[redacted] Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	
[redacted]		[redacted] Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]	1		378.00	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1		44.31	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
[redacted]		Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
[redacted]		Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	[redacted]	1		378.00	[redacted]
[redacted]		Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		44.31	[redacted]
[redacted]		Harness wiring ; Transmission valve body [redacted] wiring harness - Replace Highly Skilled)			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]

A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	2		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE TRANSMITAL TRANSMISSION/TRANSFER CASE MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION DOES NOT SHIFT NORMAL, IT HAS A HARD SHIFT AND PO OR

(Claim) Cause:

SCANNED VEHICLE FOUND [redacted] ACTIVE. PERFORMED ELECTRICAL DIAGNOSTIC FOR C ODE. CHECKED CIRCUIT [redacted]. [redacted]. [redacted] FOR OPENS, SHORTS AND HIGH RESISTANCE BETWEEN CONNECTO[redacted]. ALL CIRCUITS TESTED GOOD .05 [redacted] OF RE SISTANCE. DETERMINED FAILURE TO BE INTERNAL VALVE BODY/HARNESS ISSUE

(Claim) Correction:

REPLACED VALVE BODY AND INTERNAL ELECTRICAL HARNESS AS INSTRUCTED IN CODE DIAG NOSTIC. FILLED WITH FLUID. CLEARED CODE, PERFORMED QUICK LEARN AND DRIVE VER IFICATION.

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

Dealer Information

Code	[redacted]	**Name**	[redacted] DODGE [redacted] RAM	**Zone**	[redacted]
Address	1710 HIGHWAY 82 WEST , TIFTON, GA 31793				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, 4500-[redacted] cab chassis only			[redacted]	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]	Sensor, NOX - Downstream ; [redacted] diesel	[redacted]	CHECK [redacted] SERVICE ENGINE SO	[redacted]	SENSOR	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES SES LIGHT ON, PERFORM REGIN

(RO) Cause:

SCANNED FOUND CODE [redacted] NOX SENSOR CIRCUIT RAN TEST LEAD TO NOX SENSOR 1/2

(RO) Correction:

REPLACED NOX SENSOR PERFORM REGIN NO PROBLEM AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SES LIGHT ON, PERFORM REGIN

(Claim) Cause:

SCANNED FOUND CODE [redacted] NOX SENSOR CIRCUIT RAN TEST LEAD TO NOX SENSOR 1/2

(Claim) Correction:

REPLACED [redacted] SENSOR PERFORM REGIN NO PROBLEM AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	53 HOLLZ PARKWAY , NEWNAN, GA 30265		

Condition Information

Condition	[redacted]	Desc	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		[redacted] Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]B	WIRING	1		474.85	[redacted]
[redacted]		[redacted] Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1		137.79	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			05189966AD	FLUID AFT	[redacted]			
A	[redacted]	Valve Body ; Valve body - [redacted] (3 - Highly [redacted])		CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	21950158	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly [redacted])	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	WIRING	1		474.85	$122.50
A	21950158	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly [redacted])	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FILTER	1		137.79	$122.50
A	21950158	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly [redacted])	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	4		59.80	$122.50
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly [redacted])			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly [redacted])			[redacted]	WIRING	1		474.85	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly [redacted])			[redacted]	FILTER	1		137.79	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly [redacted])			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Oil Pressure Switch ; Oil Pressure Switch [redacted] Transmission - Replace (2 - [redacted])			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]

A	[redacted]	Oil Pressure Switch ; Oil Pressure Switch, Aisin Transmission - Replace (2 - Skilled)			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Oil Pressure Switch ; Oil Pressure Switch, Aisin Transmission - Replace (2 - Skilled)			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Oil Pressure Switch ; Oil Pressure Switch, Aisin Transmission - Replace (Skilled)			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Sensor ; Oil Temperature Sensor - Aisin Transmission - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Sensor ; Oil Temperature Sensor - Aisin Transmission - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Sensor ; Oil Temperature Sensor - Aisin Transmission - Replace (3 - Highly Skilled)			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Sensor ; Oil Temperature Sensor - Aisin Transmission - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	4		59.80	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WONT MOVE WHEN SHIFTED INTO GEAR SHOWS 4WD DRIVE NOT AVAILABLE AND NOT IN PARK IN INSTRUMENT CLUSTER

(RO) Cause:

FOUND CODE [redacted] CHECKED RESISTANCE IN THE HARNESS AND FOUND OPEN IN SOLENOID

(RO) Correction:

SOLENOID NOT OFFERED INDIVIDUALLY, REPLACED VALVE BODY ASSEMBLY AND RETESTED. NO CODES RETURNED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WONT MOVE WHEN SHIFTED INTO GEAR SHOWS 4WD DRIVE NOT AVAILABLE AND NOT IN PARK IN INSTRUMENT CLUSTER

(Claim) Cause:

FOUND CODE [redacted] CHECKED RESISTANCE IN THE HARNESS AND FOUND OPEN IN SOLEN OID

(Claim) Correction:

SOLENOID NOT OFFERED INDIVIDUALLY, REPLACED VALVE BODY ASSEMBLY AND RETESTED. NO CODES RETURNED.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 BIG HORN CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,470.40	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	[redacted] Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted]	1	X	1190.33	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	FLUID	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	4		55.14	$37.54
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1	X	1190.33	$37.54
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	$37.54

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]	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 ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] 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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		26.92	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
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]	FLUID	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	4		26.92	[redacted]

		Input Shaft Assembly - Inspect and Rep[redacted] Sub-Assembly								

RO Narratives

(RO) Customer Concern:

RECALL1 CUSTOMER STATES

(RO) Cause:

NA

(RO) Correction:

[redacted] - Safety Recall [redacted] Intake Air Grid Heater Relay Rep [redacted]2 - [redacted] Intake Air Grid Heater Relay [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - Transmission DEF equipped [redacted] 4x4 pick-up on [redacted]9 - ly; [redacted] -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] WILL ONLY DRIVE IN REVERSE

(Claim) Cause:

INPUT K1 CLUTCH RETAINER SNAP RING DISLODGED

(Claim) Correction:

REMOVED TRANS AND REPLACED INPUT SHAFT ASSEMBLY. [redacted]. SKID PLATE EQUIPPED. DEF EQUIPPED. 4X4 EQUIPPED. REFILLED WITH FLUIDS

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**	PALMER DODGE INC	[redacted]	[redacted]
Address	11460 ALPHARETTA HWY , ROSWELL, GA 30076				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense [redacted]
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM (RRT) [redacted] CUSTOMER REQUEST [redacted] INSP. RECHARGE BATTERY

(RO) Cause:

PER RRT

(RO) Correction:

PERFORM (RRT) [redacted] PERFORME [redacted] INSP. RECHARGE BATTERY.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted] **Desc**	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]		Air Conditioning & Heater, Trouble Not Found ; [redacted] Performance Test	OD								[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES [redacted] IS WARM.

(RO) Cause:

SYSTEM IS FULLY CHARGE [redacted] OF [redacted]

(RO) Correction:

COOLING [redacted] VENTS ON [redacted] MODE OPERATING AS DESIGNED. NO PROBLEM FOUND.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES [redacted] IS WARM.

(Claim) Cause:

SYSTEM IS FULLY CHARGE [redacted] OF [redacted]

(Claim) Correction:

COOLING [redacted] VENTS ON [redacted] MODE OPERATING AS DESIGNED. NO PR OBLEM FOUND.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DD8L93 - RAM [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]	[redacted]	***Name***	BROADWAY CHRYSLER, DODGE, JEEP, INC.	***Zone***	[redacted]
Address	2720 BROADWAY AVE , YANKTON, SD 57078				

Condition Information

[redacted]	[redacted]	***Desc***	***Fail***	***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	93.20	[redacted]

RO Narratives

(RO) Customer Concern:

FILL DEF ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Condition Information

Condition [redacted]	[redacted]	***Desc*** [redacted]	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted]				
						Name	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Safety Recall 13A - [redacted] Air Grid Heater Relay		UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
A	[redacted] E	State Labor Allowance			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

DIAGNOSE AUTOMATIC TRANSMISSION SUSPENSION / STEERING DIAGNOSTICS MOPAR EXPRESS LANE INSPECTION CUSTOMER BEING SHUTTLED BY [redacted] BUSINESS. NO CHARG CONTINUATION OF LINE # 1 - DTC RETURNED TRANSMISSION CONTROL MODULE: REPLACE CHECK FOR OPEN RECALL

(RO) Cause:

UPON DIAGNOSING VEHICLE TECHNICIAN VERIFIED replaced the rear left shock DTC Returned after TRANSMISSION VERIFICATION replaced the tcm. programmed and quicklearned recall 13a

(RO) Correction:

[redacted] - O-Ring-Skid plate equipped vehicles; [redacted] E - State Labor Allowance; [redacted] - State Labor Allowance [redacted] - Transmission, Replace automatic AS68RC/AS69RC; [redacted] - Transmission DEF equipped [redacted] pick-up only; [redacted] Equipped; [redacted] - [redacted] Shaft; [redacted] - Lines, transmission and torque converter oil coole [redacted] - r [redacted] or [redacted] Semi-Skilled); [redacted] - Oil cooler, external / auxiliary Cooler ([redacted] [redacted] - d); [redacted] E - State Labor Allowance [redacted]; [redacted] - State Labor Allowance [redacted]; [redacted] - State Labor Allowance

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES CHECK LEFT REAR SHOCK ABSORBER LE [CUSTOMER STATES VEHICLE HAS NO FORWARD GEARS DTC RETURNED AFTER TRANSMISSION VERIFICATION TE AKING ST

(Claim) Cause:

UPON DIAGNOSING VEHICLE TECHNICIAN VERIFIED CO DTC RETURNED AFTER TRANSMISSION VERIFICATION TEST. IF THE DTC RETURNS AFTER LEFT REAR SHOCK LEAKS NCERN FOUND [redacted] AND [redacted] GEAR [redacted] REPLACING THE VALVE BODY AND INTERNAL TRANSMISSION WIRE HARNESS, REPLACE THE T INCORRECT RATIO INDICATING AN INTERNAL FAILUR TRANSMISSION CONTROL MODULE (TCM) AND THE TRANSMISSION ASSEMBLY IN ACCORDAN E TECHNICI AN NEEDED TO REPLACE VALVE BODY TO START CE WITH THE SERVICE INFORMATION. (REFER TO [redacted] E - ELECTRONIC CONTROL MODULES/MODULE, TRANSMISSION CONTROL/REMOVAL AND INSTALLATION) ,(REFER TO 21

(Claim) Correction:

REPLACED THE REAR LEFT SHOCK REPLACED VALVE BODY TEST DROVE VEHICLE AND PR OBLEM STILL PRESENT REPLACED THE TRANSMISSION ASSEMBLY COOLER AND LINES CHECK FLUID AND PERFORMED QUICKLEARN. TEST DROVE GOOD AND NO CODES.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H91 - RAM 3500 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	, ,		

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
B	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
B	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		62.94	$0.00
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1295.95	$0.00
B	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[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]	
[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]	4		[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]	4		[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]	GREASE	1		[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]	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	3		[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] /AWD			[redacted]	[redacted]			[redacted]	

		equipped								
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			06506497AA	[redacted]			[redacted]	
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			06509166AA	[redacted]			[redacted]	
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	GREASE	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	3		182.47	$0.00
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	RF							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] FLASHED PCM AS PER RECALL. [redacted] PART ON BACK ORDER. CHRYSLER LIMITED ORDERING PER DEALER[redacted] VERIFIED TRANS WONT MOVE. CHECK ENGINE LIGHT ON. [redacted] GEAR RATIO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TOWED VEHICLE WILL NOT MOVE FOWARD WILL ONLY GO IN REVERSE

(Claim) Cause:

TECH INSPECTED AND FOUND TRANS WONT MOVE. CHECK ENGINE LIGHT ON. [redacted] GEAR RA TIO ERROR IN [redacted]. TRANS HAS INTERNAL TRANS FAILURE.

(Claim) Correction:

TECH REMOVED TRANS AND DISASSEMBLED. FOUND [redacted] SNAP RING POPPED OUT. FOL LOWED REPAIR PROCEDURE OUTLINE IN TSB: [redacted]. INSTALLED TRANS AND VERIFI ED PROPER OPERATION AFTER REPAIR.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition		Failure	Failure Desc	[redacted]	[redacted] Name	[redacted] 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]	BOLT	4		[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		131.27	$123.98
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		61.18	$123.98
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	ADHESIVE	1		11.58	$123.98
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		24.71	[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]	FLUID AFT	9		131.27	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	GREASE	1		[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 ; equipped			[redacted]	ADHESIVE	1		11.58	[redacted]
A [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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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]	ADHESIVE	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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		58.34	[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]	GREASE	1		61.18	[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]	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]	ADHESIVE	1		[redacted]	
A	[redacted]	Special handling			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Special handling			[redacted]	BOLT	4			
A	[redacted]	Special handling			[redacted]	FLUID AFT	9			
A	[redacted]	Special handling			[redacted]	FLUID AFT	4			
A	[redacted]	Special handling			[redacted]	GREASE	1			
A	[redacted]	Special handling			[redacted]	CLUTCHKIT	1	X		
A	[redacted]	Special handling			[redacted]	ADHESIVE	1			

RO Narratives

(RO) Customer Concern:

Check Tire Pressure [redacted] [redacted] AISIN TRANSMISSION [redacted] INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] CHECK ENGINE LIGHT ALL OTHER CODES [Customer States check engine lighton and exhaust brake showing on dash. [redacted] Active Gear 1 Shift Incorrect Ratio- [redacted] 00Active Gear 4 Shift Incorrect Ratio] Multi-point inspection (according to maintenance interval)

(RO) Cause:

. . .

(RO) Correction:

tire psi tire psi set to factory specs Check Tire Pressure TIRE PRESSURE CHECK AND INFLATION SERVICE AS PER C.A.R.B. REGULATION: L/F____ R/F____ L/R____ R/R____ transmision only has reverse gear [redacted] uponinspection was able to verify customerconcern of vehicle having no drive gear onlyreveres, further inspection scan for dtcsfound dtc active for [redacted] and [redacted] gearration faults in 1 and [redacted], fallowingservice procedure check for tsbs and foundtsb [redacted]. fallowing tsb removed drivelines removed transfer case along with deftank removed wiring for transmission alongwith trans lines removed torque converterbolts removed bell housing bolts and removedtransmission at thsi time removed pan checkfor metal debris, fallowing servcie procedurefor tsb removed front bell housing assemblyand removed front pump removed k1 ad k2assembly at this time found snap ring for k1clutch had pot out of drum per tsb replacedentire k1 hub assembly along with installingnew seals and new pump gasket set to factoryspecs assembled unit and installed back onvehicle using new torque converter boltsinstalled all removed parts set to factoryspecs. perform software update filledtransmission to factory specs perform quicklearn and test drove vehicle verifytransmission working as design repairscomplete [redacted] [redacted] [redacted] AISIN TRANSMISSION [redacted] INOP **] FREIGHT CHARGE RAPID RESPONSE TRANSMITTAL TECH TO ADD LOP AND BEFORE AND AFTER PART NUMBERS IF REQUIRED. MISC. SHOP CHARGES no parts available at this time Recall / Customer Satisfact

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] [redacted] AISIN TRANSMISSION [redacted] INOP

(Claim) Cause:

TRANSMISION ONLY HAS REVERSE [redacted] UPON INSPECTION WAS ABLE TO VERIFY CUS TOMER CONCERN OF VEHICLE HAVING NO DRIVE GEAR ONLY REVERES, FURTHER INSPECTIO N SCAN FOR DTCS FOUND DTC ACTIVE FOR [redacted] AND [redacted] GEAR RATION FAULTS IN 1 AND [redacted],

(Claim) Correction:

FALLOWING SERVICE PROCEDURE CHECK FOR [redacted] AND FOUN[redacted] [redacted]. FALLOWING [redacted] REMOVED DRIVE LINES REMOVED TRANSFER CASE ALONG WITH DEF TANK REMOVED WI RING FOR TRANSMISSION ALONG WITH TRANS LINES REMOVED [redacted] BOLTS REMOVED BELL HOUSING BOLTS AND REMOVED TRANSMISSION AT THSI TIME REMOVED PAN CHECK FOR METAL DEBRIS, FALLOWING SERVCIE PROCEDURE FOR [redacted] REMOVED FRONT BEL L HOUSING ASSEMBLY AND REMOVED FRONT PUMP REMOVE[redacted] K2 ASSEMBLY AT THIS T IME FOUND SNAP RING FOR K1 CLUTCH HAD POT OUT OF DRUM PER [redacted] REPLACED ENTIRE [redacted] HUB ASSEMBLY ALONG WITH INSTALLING NEW SEALS AND NEW PUMP GASKET SET TO F ACTORY SPECS ASSEMBLED UNIT AND INSTALLED BACK ON VEHICLE USING NEW [redacted] [redacted]R BOLTS INSTALLED ALL [redacted] SET TO FACTORY SPECS. PERFORM SOFTW ARE UPDATE FILLED TRANSMISSION TO FACTORY SPECS PERFORM QUICK LEARN AND TEST DROVE VEHICLE VERIFY TRANSMISSION WORKING AS DESIGN REPAIRS COMPLETE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28H92 - RAM 3500 BIG [redacted] 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***	PALMER DODGE INC	[redacted]	[redacted]
Address	11460 ALPHARETTA HWY , ROSWELL, GA 30076				

Condition Information

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

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
RECHARGE BATTERY

(Claim) Cause:
RECHARGE BATTERY

(Claim) Correction:
RECHARGE BATTERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[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]	[redacted]	[redacted]
[redacted]	500 PRESCOTT LAKES PKWY , PRESCOTT, AZ 86301				

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]	BOLT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[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	[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]	BOLT	4		30.24	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	4		30.24	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		30.97	[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	2		125.52	[redacted]
A	[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]	FLUID AFT	2		[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	2		[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	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	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1337.20	$35.78
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		125.52	$35.78
A	21000A91	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	21000A91	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	21000A91	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	21000A91	Transmission, Remove and install for recondition - [redacted]C ; K1	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		[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]	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]
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission [Vehicle wastowed in with a shifting concern. Cs there is reverse but does not have any forward gears. Please inspect and advise.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

E

(RO) Correction:

[redacted] verified customer complaint found noengagement in drive but reverse functioning.scanned and found dtc [redacted], performed tsbfor [redacted], and removed transmission,converter, and pump to inspect k1 clutch.found snap ring completely dislodged andpiston overextended. installed new k1 clutchassembly and reinstalled pump with newgaskets, and reinstalled transmission usingnew converter bolts, and driveshaft bolts.flashed tcm from [redacted] to [redacted],cleared dtcs then flashed pcm from [redacted] [redacted]. cleared dtcs and performed tcmquicklearn. verified fluid was proper leveland test drove vehcile [redacted] ([redacted]).found no more faults. lop [redacted], [redacted], [redacted], 21000a60, .2, 21000a61,0.3, 21000169,0.6, 21000a60, 1.2, 21000a91,4.6 Automatic Transmission [Vehicle was towed in with a shifting concern. Cs there is reverse but does not have any forwardgears. Please inspect andadvise.] TRANSMISSION AND TRANSFERCASE CONCERNS Multi-point inspection (according to maintenanceinterval) CERTIFIED DODGE CHRYSLER JEEP AND RAM MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WAS TOWED IN WITH A SHIFTING CONCERN. CS THERE IS REVERSE BUT DOES NOT HAVE ANY FORWARD GEARS.

(Claim) Cause:

AFTER CLUTCH KIT REPLACED, FOUND TCM NEEDS TO BE FLASHED VERIFIED CUSTOMER COMPLAINT FOUND NO ENGAGEMENT IN DRIVE BUT REVERSE FUNCTIONI NG. SCANNED AND FOUND DTC [redacted], PERFORMED TSB FO[redacted], AND REMOVED TRAN SMISSION, CONVERTER, AND PUMP TO INSPECT K1 CLUTCH. FOUND SNAP RING COMPLE TELY DISLODGED AND PISTON OVEREXTENDED.

(Claim) Correction:

FLASHED TCM FROM [redacted] TO [redacted] INSTALLED NEW K1 CLUTCH ASSEMBLY AND REINSTALLED PUMP WITH NEW GASKETS, AND REINSTALLED TRANSMISSION USING NEW CONVERTER BOLTS, AND DRIVESHAFT BOLTS. CL EARED

DTCS AND PERFORMED TCM QUICKLEARN. VERIFIED FLUID WAS PROPER LEVEL AND TEST DROVE VEHCILE. FOUND NO MORE FAULTS.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	[redacted] - [redacted]	CAB CHASSIS	[redacted]
Build Date	[redacted]	Plant	[redacted]	[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		Zone	51
Address	, ,				

Condition Information

Condition Code	[redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1		138.11	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	7		104.88	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
[redacted]		Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC[redacted]C (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC[redacted]C (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	7		104.88	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC[redacted]C (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC[redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1		55.79	[redacted]
A	851STATE	State Labor Allowance			[redacted]	FILTER	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	FLUID AFT	7		104.88	[redacted]
A	851STATE	State Labor Allowance			[redacted]	BODY ASSY	1	X	[redacted]	
A	851STATE	State Labor Allowance			[redacted]	GASKET	1		55.79	[redacted]
B	[redacted]	Shock Absorber/Strut, Rear ; Left side	65	LEAKS	[redacted]	ABSORBER	1	X	178.03	[redacted]
B	851STATE	State Labor Allowance			[redacted]	ABSORBER	1	X	178.03	[redacted]
C	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68322506AB	TUBE ASSY	1		290.85	[redacted]
C	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE	1		161.99	[redacted]
C	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	[redacted]

[redacted]

C	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TUBE ASSY	1		290.85	[redacted]
C	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TUBE	1		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	BOLT	6		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	COOLER	1		276.74	[redacted]
C	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE ASSY	1		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE	1		[redacted]	[redacted]
C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		276.74	$32.84
C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
C	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE ASSY	1		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		161.99	$98.52
C	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	$98.52
C	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted] Skilled)			[redacted]	TUBE ASSY	1		[redacted]	
C	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted] Skilled)			[redacted]	TUBE	1		[redacted]	
C	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted] Skilled)			[redacted]	BOLT	6		[redacted]	
C	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted] Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
C	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
C	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE ASSY	1		[redacted]	

C	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]				TUBE	1		[redacted]	
C	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]				[redacted]			[redacted]	
[redacted]		Oil cooler, external / auxiliary ; Cooler [redacted]				COOLER	1		[redacted]	
C	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]				TRANSMISS	1	X	8064.35	[redacted]
C	[redacted]	State Labor Allowance			[redacted]	TUBE ASSY	1		[redacted]	
C	[redacted]	State Labor Allowance			[redacted]	TUBE	1		161.99	[redacted]
C	[redacted]	State Labor Allowance			[redacted]	[redacted]			[redacted]	
C	[redacted]	State Labor Allowance			[redacted]	COOLER	1		[redacted]	
C	[redacted]	State Labor Allowance			[redacted]	TRANSMISS	1	X	8064.35	[redacted]
C	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE ASSY	1		290.85	$131.36
C	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		161.99	$131.36
C	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]			25.38	$131.36
C	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	[redacted]
C	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	8064.35	$131.36
D	[redacted]	Module, Transmission Control ; [redacted] diesel w/ AISIN [redacted] Auto Trans	DR	CONTROLLER INTERNAL FAULT CODE	[redacted]	MODULE	1	X	745.62	[redacted]
[redacted]		State Labor Allowance			[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

DIAGNOSE AUTOMATIC TRANSMISSION SUSPENSION / STEERING DIAGNOSTICS MOPAR EXPRESS LANE INSPECTION CUSTOMER BEING SHUTTLED BY LYFT BUSINESS. NO CHARG CONTINUATION OF LINE # 1 - DTC RETURNED TRANSMISSION CONTROL MODULE: REPLACE CHECK FOR OPEN RECALL

(RO) Cause:

UPON DIAGNOSING VEHICLE TECHNICIAN VERIFIED replaced the rear left shock DTC Returned after TRANSMISSION VERIFICATION replaced the tcm. programmed and quicklearned recall [redacted]

(RO) Correction:

[redacted] - O-Ring-Skid plate equipped vehicles; [redacted] - State Labor Allowance; [redacted] - State Labor Allowance [redacted] - Transmission, Replace automatic [redacted] /AS69RC; [redacted] - Transmission DEF equipped [redacted] pick-up only; [redacted] Equipped; [redacted] - [redacted] Shaft; [redacted] - Lines, transmission and torque converter oil coole [redacted] - r [redacted] or [redacted] Semi- [redacted]); [redacted] - Oil cooler, external / auxiliary Cooler ([redacted] [redacted] - d); [redacted] - State Labor Allowance [redacted]; [redacted] - State Labor Allowance [redacted] - [redacted]; [redacted] - State Labor Allowance

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES CHECK LEFT REAR SHOCK ABSORBER LE [CUSTOMER STATES VEHICLE HAS NO FORWARD GEARS DTC RETURNED AFTER TRANSMISSION VERIFICATION TE AKING ST

(Claim) Cause:

UPON DIAGNOSING VEHICLE TECHNICIAN VERIFIED CO DTC RETURNED AFTER TRANSMISSION VERIFICATION TEST. IF THE DTC RETURNS AFTER LEFT REAR SHOCK LEAKS NCERN FOUND CODES P0731-00 AND [redacted] GEAR 1 SHIF REPLACING THE VALVE BODY AND INTERNAL TRANSMISSION WIRE HARNESS, REPLACE THE T INCORRECT RATIO INDICATING AN INTERNAL FAILUR TRANSMISSION CONTROL MODULE (TCM) AND THE TRANSMISSION ASSEMBLY IN ACCORDAN E TECHNICI AN NEEDED TO REPLACE VALVE BODY TO START CE WITH THE SERVICE INFORMATION. (REFER TO [redacted] E - ELECTRONIC CONTROL MODULES/MODULE, TRANSMISSION CONTROL/REMOVAL AND INSTALLATION) ,(REFER TO 21

(Claim) Correction:

REPLACED THE REAR LEFT SHOCK REPLACED VALVE BODY TEST DROVE VEHICLE AND PR OBLEM STILL PRESENT REPLACED THE TRANSMISSION ASSEMBLY COOLER AND LINES CHECK FLUID AND PERFORMED QUICKLEARN. TEST DROVE GOOD AND NO CODES.

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**	SHELBY MOTORS LLC	[redacted]	[redacted]
Address	1310 EAST DIXON BOULEVARD , SHELBY, NC 28150				

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]	CLUTCHKIT	1	X	1290.08	$76.58
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		25.31	$76.58
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		62.66	$76.58
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		134.46	$76.58
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		89.64	$76.58
[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]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		62.66	$153.17
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		134.46	$153.17
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		89.64	$153.17
[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]	BOLT	6		[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]	FLUID AFT	[redacted]			

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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	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]	GREASE	1		62.66	[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	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	6		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] 1 [[redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] CUSTOMER STATES VEHICLE DOES NOT HAVE ANY FORARD GEARS, ONLY REVERSE MULTIPOINT INSPECTION

(RO) Cause:

11 MULTIPOINT INSPECTION

(RO) Correction:

K1 CLUTCH INPUT SHAFT ASSEMBLY [redacted] PROPELLER SHAFTSKID PLATE EQUIPPED DEF EQUIPED 4X4 EQUIPPED RELATED TO LINE A MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted] TRANSMISSION GEARS 1-4 INOPERATIVE

(Claim) Cause:

VERIFIED CUSTOMER CONCERN; FOUND 1-4 TRANSMISSION GEARS DID NOT GO INTO GEAR. REMOVED TRANSMISSION, FOUND SNAP RING WAS DISLODGED FROM [redacted] INPUT SHAF T ASSEMBLY

(Claim) Correction:

INSTALLED NEW K[redacted] IMPUT SHAFT ASSEMBLY. REASSEMBLE[redacted]; REINSTAL LED TRANSMISSION, FILLED WITH NEW FLUID, TEST DROVE VEHICLE, SHIFTING AS DESIG NED, REPAIR 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**	LITHIA DODGE OF SOUTH ANCHORAGE	**Zone**	[redacted]
Address	9600 OLD SEWARD HIGHWAY , ANCHORAGE, AK 99515				

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		61.65	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		119.15	[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]	CLUTCHKIT	1	X	[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]	[redacted]			[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]	[redacted]	4		[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]	GREASE	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	[redacted]T	1	X	1269.31	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	2		119.15	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]T	1	X	1269.31	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		61.65	[redacted]
A	[redacted]	[redacted] ; High Line Vehicles			[redacted]	FLUID AFT	2		119.15	[redacted]
A	[redacted]	Special handling			[redacted]	[redacted]	1	X	1269.31	[redacted]
A	[redacted]	Special handling			[redacted]	BOLT	6		24.90	[redacted]
A	[redacted]	Special handling			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Special handling			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Special handling			[redacted]	FLUID AFT	2		119.15	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States quit shifting won't move in drive only moves in revers check and advise.]

(RO) Cause:

NA

(RO) Correction:

[redacted] FOUND CODES [redacted] GEAR [redacted] INCORRECTRAIO AND [redacted] GEAR [redacted] INCORRECT RATIO.[redacted] SNAP RING CLUTCH REPAIRREMOVED TRANSMISSION, REMOVED FRONT PUMP ANDFOUND K1 CLUTCH SNAP RING HAS BEEN DISLODGED.REPLACED K1 CLUTCH ASSEMBLY, ALL SEALS,GASKETS, TORQUE CONVERTER BOLTS, AND FRONTDRIVE LINE BOLTS PER [redacted]. ERASEDCODES AND TEST DROVE VEHICLE. VEHICLE DROVEFINE AND CHECK ENGINE LIGHT DID NOT RETURN.TRANSMISSION NOW WORKS FINE. CHECK ENGINELIGHT IS NOW OFF. VEHICLE IS NOW FINE AT THISTIME. Automatic Transmission Concern FREIGHT ENTERPRISE [redacted] TRANSMISSION REPAIR MISC. SHOP CHARGES SUBLET REPAIRS

(RO) Technical Notes:

[redacted], ORD[redacted], SPECIAL TRANS NO DRIVE, K1 SNAP RING CAM LOOSE. PERFORMED REPAIR PER [redacted]

GCS Narratives

(Claim) Customer Concern:

TRANS QUIT SHIFTING, NO DRIVE JUST REVERSE

(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:

PERFORMED TSB [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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	43.96	$31.84 [redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay PART ORDERE D AND IN STOCK INSTALL SCHEDULED FOR [redacted] (Recall Customer Satisfaction Notification 1)

(RO) Cause:

RECALL PERFORMED

(RO) Correction:

INSTALLED REVISED HEATER GRID RELAY. [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	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	23777 SH 249 , TOMBALL, TX 77375		

Condition Information

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

RO Narratives

(RO) Customer Concern:

DIESEL OIL AND FILTER CHANGE [redacted] MULTI [redacted] INSPECTION

(RO) Cause:

E

(RO) Correction:

[redacted] DIESEL OIL CHANGE 40 DIESEL OIL CHANGECOMPLETE DIESEL OIL AND FILTER CHANGE [redacted] MULTI [redacted] INSPECTION [redacted] MULTI [redacted] INSPECTION

(RO) Technical 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 [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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***	32 [redacted]
Address	1461 FARMINGTON AVENUE , BRISTOL, CT 06010				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Handle, door outside ; All others - Front-Left	[redacted]	BROKEN OR CRACKED	[redacted]	HANDLE	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Customer States install exterior door handle part number 1uj81pwqaj ro [redacted]

(RO) Cause:

NA

(RO) Correction:

Removed drivers door interior trim panel, Disconnect glass from lift plate remove lift plate assembly from door and remove and replace exterior door handle. Re install lift plate assembly install glass and interior door trim panel. Check window operation. Operating as designed.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES INSTALL EXTERIOR DOOR HANDLE PART NUMBER [redacted]

(Claim) Cause:

EXTERIOR DOOR HANDLE PAINT DEFECT DRIVERS SIDE FRONT DOOR

(Claim) Correction:

REMOVED DRIVERS DOOR INTERIOR TRIM PANEL, DISCONNECT GLASS FROM LIFT PLATE REM OVE LIFT PLATE ASSEMBLY FROM DOOR AND REMOVE AND REPLACE EXTERIOR DOOR HANDL E. RE INSTALL LIFT PLATE ASSEMBLY INSTALL GLASS AND INTERIOR DOOR TRIM PANEL . CHECK WINDOW OPERATION. OPERATING AS DESIGNED.

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]	**Zone**	6[redacted]
Address	1858 TENAHA ST , CENTER, TX 75935				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense [redacted]
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] AISIN TRANSMISSION ROUGH SHIFT **

(RO) Cause:

NA

(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	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	[redacted] Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1222.77	$96.89
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		4.00	$96.89
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	FLUID AFT	1		57.39	$96.89
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1222.77	$193.79
[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		[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] ; [redacted] equipped			[redacted]	FLUID AFT	1		57.39	$193.79
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1222.77	$48.45
[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 ; Skid plate equipped			[redacted]	BOLT	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]		4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	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	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	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] 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]	
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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission	RF							[redacted]

		Control (TCM) - Reprogram, Includes Quicklearn Routine								

RO Narratives

(RO) Customer Concern:

GENERAL CONCERNS RECALLS GENERAL CONCERNS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUESTED RRT CUSTOMER STATES VEHICLE WILL NOT PULL IN DRIVE

(Claim) Cause:

PER RRT UPON INSPECTION I FOUND [redacted] AND [redacted] ALSO THE VEHICLE WOULD NOT PULL F ORWARD. VEHICLE WOULD BACK UP. FOLLOWED SERVICE BULL.21-002[redacted]

(Claim) Correction:

COMPLETED AS OUTLINED IN RRT REPLACEDC THE DRUM AND INSTALLED THE VEHICLE IS

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***	$498.40	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	2840 HIGHWAY 129 SOUTH , CLEVELAND, GA 30528				

Condition Information

Condition	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Running board/side steps ; Power Running board - Motor - One side - Left	07	BINDS, [redacted] SEIZED	[redacted]	MOTOR	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM [redacted] CPOV INSPECTION ECONOMY FUEL SYSTEM POUR IN REPLACE (2) WIPER BLADES INSTALL KAHU TRACKER OIL CONDITIONER EXTERIOR CONCERN running board is broken

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES POWER STEP ON DRIVER SIDE MAKES ODD NOISES AN[redacted] AT TIMES

(Claim) Cause:

VERIFED CUSTOMER CONCERN AND ISOLATED TO FAULTY MOTOR ASSEM

(Claim) Correction:

REPLACED LEFT POWER STEP MOTOR ASSEM AND VERIFIED REPAIR

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**	$1,458.15	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	[redacted] 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]			[redacted]	
A	21000A60	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GREASE	1		57.50	$161.40
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1183.94	$161.40
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		166.70	$161.40
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	GREASE	1		57.50	$40.35
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1183.94	$40.35
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	3		166.70	$40.35
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			[redacted]	[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 ; Two piece 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 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]	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	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT CAME ON TRUCK ST ATED TO DERATE AND THEY HEARD A CLUNKING NOISE CUSTOMER PUT VEHICLE IN PARK AND THERE WAS A LOUD BANG VEHICLE IN DRIVE W ILL NOT PULL (Automatic Transmission Concern) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall)

(RO) Cause:

PER CHRYSLER REQUEST

(RO) Correction:

VERIFIED CUSTOMER CONCEN[redacted] CLUTCH BLOWN. R&R TRANS DISASSM AND REPLACED INPUT SHAFT K1 CLUTCH. AS PER RECALL REPLACED HEATER GRID RELAY REPAIRED OPEN IN WIRES [redacted] SENSOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE TOWED I WILL NOT PULL

(Claim) Cause:

HAS ACTIVE CODES [redacted] INSPECTION FOUND SNAP RING ISSUE AS LISTED IN [redacted]

(Claim) Correction:

REMOVE TRANSMISSION DISASSEMBLE AND REPLACE K1 CLUTCH PER [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] CREW CAB CHASSIS [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[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***	CULLMAN [redacted] PLYMOUTH IN	***Zone***	[redacted]
Address	1302 2ND AVENUE SW , CULLMAN, AL 35056				

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 [redacted]	RELAY	1	X	50.65	$26.90 [redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT CAME ON TRUCK ST ATED TO DERATE AND THEY HEARD A CLUNKING NOISE CUSTOMER PUT VEHICLE IN PARK AND THERE WAS A LOUD BANG VEHICLE IN DRIVE W ILL NOT PULL (Automatic Transmission Concern) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall)

(RO) Cause:

PER CHRYSLER REQUEST

(RO) Correction:

VERIFIED CUSTOMER CONCEN, K1 CLUTCH BLOWN. R&R TRANS DISASSM AND REPLACED INPUT SHAFT K1 CLUTCH. AS PER RECALL REPLACED HEATER GRID RELAY REPAIRED OPEN IN WIRES [redacted] SENSOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE TOWED I WILL NOT PULL

(Claim) Cause:

HAS ACTIVE CODES [redacted] INSPECTION FOUND SNAP RING ISSUE AS LISTED IN [redacted]

(Claim) Correction:

REMOVE TRANSMISSION DISASSEMBLE AND REPLACE [redacted] CLUTCH PER [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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**	3[redacted]
Address	2700 BRUNSWICK PIKE - [redacted], LAWRENCEVILLE, NJ 08648				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Pipe, tail			[redacted]	CLUTCHKIT	1	X	1290.74	$282.24
A	[redacted]	Pipe, tail			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Pipe, tail			[redacted]	FLUID AFT	9			
A	[redacted]	Pipe, tail			[redacted]	FLUID AFT	3			
A	[redacted]	Pipe, tail			[redacted]	HUB	1			
A	[redacted]	Pipe, tail			[redacted]	HUB	1		360.49	$282.24
A	[redacted]	Module, [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Module, [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Module, [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Module, [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	HUB	1		[redacted]	
A	[redacted]	Module, [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	HUB	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]	BOLT	6		[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]	FLUID AFT	3		44.84	$[redacted]28

		[redacted] C ; [redacted] propeller shaft equipped								
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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	T-case remove and install for repair-			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	T-case remove and install for repair-			[redacted]	BOLT	6		[redacted]	
A	[redacted]	T-case remove and install for repair-			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	T-case remove and install for repair-			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	T-case remove and install for repair-			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	T-case remove and install for repair-			[redacted]	HUB	1		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

TIME REQUIRED TO REMOVE TOWING COMPONENTS PTO HYDRAULIC LINES THAT TIM E TO REMOVE PTO AND HYDRAULIC LINES IS INCLUDED IN PRIMARY LOP, PLEASE REMOVE ACTUAL TIME LABOR ON LINE 5 FROM LABOR TAB . THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AG ENT FOR ADDITIONAL REVIEW: [redacted], INCLUDE VIN & CONCERN. REMOVE EXHAUST COMPONENTS IN ORDER TO COMPLET REPAIRS RELATED TO PTO EY ARE NOT OEM. THEY ARE ADDED FOR THIS TO BE A TOW VEHICLE. THERE ARE NOT LOPS FOR THESE COMPONENTS TO COMPARE. ALSO REMOVED THESE EXHAUST COMPONENTS ARE ALSO NECESSARY AND NOT PART OF THE TSB AS WELL

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ILLUMINATED ON DASHBOARD

(Claim) Cause:

SNAP RING COLLAPSE[redacted]

(Claim) Correction:

REMOVED RIGHT SIDE TIRE SPLASH SHIELD TO ACCESS UPPER EXHAUST DISCONNECTED EXH ASUT REMOVED AND DISCONNECTED ALL HYDRAULIC LINES AND BRACKETS FROM PTO REMO VED PTO REMOVED DRIVESHAFT WIRING REMOVED TRANS REPLACED [redacted] HUB S GASKETS REASSEMBLED REINSTALLED TRANS AND COMPONENTS REINSTALLED PTO AND H YDRAULIC LINES EXHAUST TIRE SHIELD FLASHED TCM QUICKEARNED DROVE ALL OKAY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	D28L92 - 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	,		

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	GASKET	1		49.88	$86.96
A	[redacted]	Transmission ; equipped [redacted] pick-up only				FLUID AFT	[redacted]			
A	[redacted]	Transmission ; equipped [redacted] pick-up only				FLUID AFT	[redacted]			
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	LUBRICANT	[redacted]			
A	[redacted]	Transmission ; equipped [redacted] pick-up only				[redacted]			[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[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]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]			[redacted]	

		[redacted]C ; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	TOC ASSY	1		[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 ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			06506497AA	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]	GASKET	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	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	LUBRICANT	2		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; propeller shaft equipped			[redacted]	LUBRICANT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; propeller shaft equipped			[redacted]	BOOT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ;			[redacted]	CLUTCHKIT	1	X	[redacted]	

		[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]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		[redacted]	
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]	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]	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]	LUBRICANT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly -	ZZ	SERVICE ACTION	[redacted]	TOC ASSY	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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	LUBRICANT	2		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOOT	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	TOC ASSY	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	7053.05	$565.27
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7053.05	$86.96
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) CUSTOMER STATES VEHICLE MADE LOUD CLUNKING SOUND WHEN SHIFTING INTO DRIVE AND THEN WOULD NOT RESPOND TOACCELERATION AND CEL CAME ON, [redacted], ADVISOR PULLED [redacted] CODE [redacted] ALTERNATE TRANSPORTATION IS NOT COVERED UNDER FCA WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM RODEO CJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____ TRANS REPAIRS, DELAY IN 3,5, AND REVERSE

(RO) Cause:

F F F

(RO) Correction:

[redacted]. Multi-point inspection (according to maintenanceinterval) LABOR PER DARYL Mopar Express [redacted] Inspection [redacted] REPAIR [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] CHECK FORCONCERN, FOUND [redacted] WOULD NOT MOVE AT ALL.FOUND [redacted] HAD [redacted] ERROR IN [redacted] [redacted] HAD FAILED K1 SNAP RING CAUSING THECUST CONCERN. PER [redacted], THE CLUTCH SNAPRING REQUIRED REPLACEMENT FIRST. TEAR DOWNTHE TRANSMISSION AND FOUND THE K1 CLUTCHDISLODGED. REPLACED THE ASSEMBLY AND SNAPRING. VERIFIED PROPER END PLAY OR [redacted]-ASSEMBLED THE TRANSMISSION AND REQUIREDCOMPONENTS. VERIFIED THE NEW COMPONENTSOPERATED PER DESIGN. TRANSMISSION REPAIRS [redacted] [redacted] ADVISOR. ALTERNATE TRANSPORTATION IS NOT COVERED UNDER [redacted] WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM RODEO CJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____ ALTERNATE TRANSPORTATION IS NOT COVERED UNDER [redacted] WARRANTY. ALTERNATE TRANSPORTATION WAS PROVIDED THIS SERVICE VISIT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION FROM RODEOCJDR. (ENTERPRISE RAC SUBLET) CUSTOMER SIGNATURE_____ [redacted] [redacted], [redacted], [redacted], [redacted] CHECK FOR CONCERN,FOUND [redacted] HAD [redacted] SHIFT 5INCORRECT RATIO. FOUND THE TRANS HAD DELAYEDENGAGEMENT ON TEST DRIVE INTO REVERSE [redacted], AND [redacted]R . PERFORMED THEQUICKLEARN PROCEDURE AND VERIFIED TRAN

(RO) Technical Notes:

[redacted], VOR, [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES [redacted]CLE MADE LOUD CLUNKING SOUND WHEN SHIFTING INTO DRIVE AND TRANS REPAIRS, DELAY IN 3,5, AND REVERSE THEN WOULD NOT RESPOND TO ACCELERATION AND CEL CAME ON, TOWED IN, ADVISOR PU LLED TCM [redacted] [redacted]

(Claim) Cause:

CHECK FOR CONCERN, FOUND [redacted] HAD [redacted] SHIFT 5 INCORRECT RATIO. FOU ND THE TRANS HAD DELAYED ENGAGEMENT ON TEST DRIVE INTO REVERSE [redacted], AND [redacted]. PERFORMED THE QUICKLEARN PROCEDURE AND VERIFIED TRANS STILL CHECK FOR CONCERN, FOUND [redacted] WOULD NOT MOVE AT ALL. FOUND [redacted] HAD [redacted] [redacted] HAD SEVERE DELAY INTO GEAR. FOUND NO DEBRIS IN THE TRANS PAN. RE-ASSEMBLED A ERROR IN [redacted] [redacted] HAD FAILED K1 SNAP RING CAUSING THE CUST CONCERN . PER [redacted], THE CLUTCH SNAP RING REQUIRED REPLACEMENT FIRST. TEAR DOWN ND REFILLED THE FLUID. FOUND THE ISSUE WAS WITH THE K3 CLUTCH. PERFORMED TEST DRIVE WITH [redacted] TECH AND TECH WAS ADVISED TO REPLACE TRANS AS INTE THE TRANSMISSION AND FOUND THE K1 CLUTCH DISLODGED. RNAL COMPONENTS NOT SERVICEABLE.

(Claim) Correction:

REPLACED THE ASSEMBLY AND SNAP RING. VERIFIED PROPER END PLAY O[redacted]-ASSEMBLED THE TRANSMISSION AND REQUIRED COMPONENTS. VERIFIED THE NEW COMPO REPLACED THE TRANS ASSEMBLY AND INSTALLED REQUIRED COMPONENTS. VERIFIED THE F LUID LEVEL AND PERFORMED QUICKLEARN. TEST DROVE AND VERIFIED [redacted] SHIFTED [redacted] OPERATED PER DESIGN. UGH ALL GEARS AT THIS TIME.

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

Dealer Information

[redacted]	[redacted]	**Name**	GLENDALE DODGE LLC	[redacted]	LOS ANGELES
Address	1101 S BRAND BLVD , GLENDALE, CA 91204				

Condition Information

Condition Code	[redacted]	[redacted] Desc	[redacted]	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	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]
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] S [redacted]	***Zone***	[redacted]
Address	3291 AUTO PLAZA DR , RICHMOND, CA 94806				

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	62.23	$44.44 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL CAMPAIGN [redacted] Ram Heavy Duty Grid Heater Rel 13A

(Claim) Cause:

NA

(Claim) Correction:

REPLACED Duty Grid Heater RELAY AS PER RECALL 13A.

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] S [redacted]	**Zone**	[redacted]
Address	3291 AUTO PLAZA DR , RICHMOND, CA 94806				

Condition Information

Condition	[redacted]		Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]
B	[redacted]	TCM Quick Learn ; [redacted] 55RFE, 65RFE, [redacted] 68RFE, [redacted] [redacted] [redacted] smissions Only	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

HARSH SHIFTS

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO POWER UNABLE TO ACCELERATE VEHICLE ONLY GOES AT

(Claim) Cause:

INSPECTED FOR NO POWER CAUSED BECAUSE TRANSMISSION IS SLIPP [redacted] HAS TRANSMISSI

(Claim) Correction:

REMOVED DEF TANK AND REMOVED TRANSFER CASE AND REMOVED TRANS COOLER LINES AND

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] CAB
Build Date	0[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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	3291 AUTO PLAZA DR , RICHMOND, CA 94806				

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	6		101.08	$133.33
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1454.79	$133.33
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.13	$133.33
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		44.30	$133.33
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		36.27	$133.33
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		9.61	$133.33
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	7		117.93	$133.33
[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]	FLUID AFT	6		101.08	$266.66
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1454.79	$266.66
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		8.13	$266.66
[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]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	[redacted]			

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	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]	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]	SEAL 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]	O-RING	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]	BOLT	4		[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] ; 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]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch	ZZ	SERVICE ACTION	[redacted]	GASKET	1		44.30	$1,022.21

		/ Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	06509166AA	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

--Inspect front suspension tie rod ends and replace if neces sary--C--- --Multi-point inspection according to maintenance interval--C (Inspect front suspension tie rod ends and repl ace if necessary) T(J) CUSTOMER STATES CHECK ENGINE LIGHT ON AT ALL [redacted] CHECK AND REPORT CUSTOMER STATES VEHICLE SHIFTS HARD FROM PARK TO DRIVE JOLTS HARD CHECK AND ADVISE CUSTOMER STATES VEHICLE HAS NO POWER UNABLE TO ACCELERATE VEHICLE ONLY GOES AT A LOW SPEED CUSTOMER LOST ALL POWER AND THE VEHICLE COASTED TO A STOP CHECK AND ADVISE (.) CHECK AND ADJUST TIRE PRESSURE AS NEEDED TECH QUALITY CONTROL SERVICE UPON COMPLETION PERFORM RECALL CAMPAIG[redacted] Ram Heavy Duty Grid Heater Rel 13A

(RO) Cause:

CHECKED FOR PCM CODES HAS CODES PRESENTED AND STORED. U0212-00 - Lost Communication With Steering Column Control M ODULE [redacted] - Lost Communication With Steering Assist Mo DULE . HAS ACTIVE [redacted]0 - Implausible Data Received From [redacted]- IS BECAUSE TRANSMISSION NOT SHIFTING CORRECTLY RECOMMEND REPAIR TRANSMISSION CONCERNED AND RECHECKED ABS AND STEERING CONTROL MODULE FOR PROPER OPERATION. INSPECTED FOR HARD SHIFT VERIFIED RELATIVE TO TRANSMISSION INSPECTED FOR NO POWER CAUSED BECAUSE TRANSMISSION IS SLIPP ING HAS TRANSMISSION CODES PRESENTED VERIFIED TRANSMISSION SLIPPING HAS ACTIVE CODES . [redacted] - Gear 1 Shift Incorrect Ratio-. [redacted] - Gear 3 Shift Incorrect Ratio-. THERE A TSB [redacted] FOR K1 CLUTCH REPLACEMENT BECAUSE SNAP RING FROMThe K1 clutch snap ring dislodged, resulting in loss of torque transfer for lower gears 1, 2, 3. RECOMMEND TSB REPAIR AND RECHECKED EMAIL SCAN REPORT & EVENT DATA . DRAINED TRANSMISSION FLUID AND REPLACED TRANS PAN DRAIN PLUG ED WASHER .

(RO) Correction:

MEASURE FRONT BRAKE PADS THEY ARE AT [redacted] AND REARS [redacted]. REMOVED DEF TANK AND REMOVED TRANSFER CASE AND REMOVED TRANS COOLER LINES AND WIRING . REMOVED TRANSMISSION AND CHECKED TRANSMISSION END PLAYED [redacted] IN SPECS [redacted] TO [redacted] .DISASSEMBLE TRANSMISSION & FOUND K1 CLUTCH HUB SNAP RING DISSLONGED & KIT CLUTCHES BURNED .INSPECTE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO POWER UNABLE TO ACCELERATE VEHICLE ONLY GOES AT CUSTOMER STATES VEHICLE HAS NO POWER UNABLE TO ACCELERATE VEHICLE ONLY GOES AT CUSTOMER STATES VEHICLE HAS NO POWER UNABLE TO ACCELERATE VEHICLE ONLY GOES AT CUSTOMER STATES VEHICLE HAS NO POWER UNABLE TO ACCELERATE VEHICLE ONLY GOES AT

(Claim) Cause:

INSPECTED FOR NO POWER CAUSED BECAUSE TRANSMISSION IS SLIPP [redacted] HAS TRANSMISSI INSPECTED FOR NO POWER CAUSED BECAUSE TRANSMISSION IS SLIPP [redacted] HAS TRANSMISSI INSPECTED FOR NO POWER CAUSED BECAUSE TRANSMISSION IS SLIPP [redacted] HAS TRANSMISSI INSPECTED FOR NO POWER CAUSED BECAUSE TRANSMISSION IS SLIPP [redacted] HAS TRANSMISSI

(Claim) Correction:

REMOVED DEF TANK AND REMOVED TRANSFER CASE AND REMOVED TRANS COOLER LINES AND REMOVED DEF TANK AND REMOVED TRANSFER CASE AND REMOVED TRANS COOLER LINES AND REMOVED DEF TANK AND REMOVED TRANSFER CASE AND REMOVED TRANS COOLER LINES AND REMOVED DEF TANK AND REMOVED TRANSFER CASE AND REMOVED TRANS COOLER LINES AND

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]	Zone	71 [redacted]
Address	1101 S BRAND BLVD , GLENDALE, CA 91204				

Condition 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]	FLUID AFT	2		30.35	[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		[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	O-RING	1		32.67	[redacted]

		Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		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]	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]	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]	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]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	TOC ASSY	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	

B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	COOLER	1		280.26	$932.88
B	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	TUBE	1		164.05	$932.88
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		180.30	$430.56
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		[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES CHECK [redacted] LIGHT IS ON CHECK AND ADVIS E.]

(Claim) Cause:

FOUND ACTIVE CODES [redacted] GEAR RATIO ERROR IN [redacted] GEAR RATIO ERROR IN [redacted] . VEHICLE DOES NOT SHIFT , CHECKED FLUID LEVEL, FLUID LEVEL WITHIN SPEC. NO AVAILABLE PCM OR TCM SOFTWARE UPDATE AVAILABLE. VERIFIED

SERVICE [redacted] [redacted] REC.A AVAILABLE. PERFORMED SERVICE BUILT DUE TO [redacted] [redacted]. RE PLACED AND INSTALLED K1 CLUTCH / INPUT SHAFT ASSENBLY, REPLACE SUB ASSEMBLY . ASSEMBLED VEHICLE BACK TOGETHER AND VERIFIED [redacted] WERE STILL ACTIVE AFTHER PERFORMING SERVICE [redacted] [redacted] REC.A . PER FLOW CHART VERIFIED VEHIC LE NEEDS A TRANSMISSION DUE TO COMING APART AND CONTAMINATED COOLER AND NOW NE EDS TRANS AND COOLER. 21-00-0A[redacted]

(Claim) Correction:

RAISE VEHICLE , DRAINED TRANSMISSION FLUID REMOVED ALL COMPONENTS FROM TRANSM ISSION , TORQUE CONVERTER BOLTS , DRIVE SHAFT , AND CROSSMEMBER . REPLACE D AND INSTALLED NEW TRANSMISSION AND LINES , ASSEMBLED VEHICLE BACK TOGETHE R , APPLIED THREAD LOCK TO ALL DRIVE SHAFT BOLTS , REMOVE FRONT GRILL AND AI R TUBE , REPLACED AND INSTALLED NEW TRANMSSION COOLER . TEST DROVE VEHICLE , VERIFIED VEHICLE IS OPERATING AS DESIGN AT THIS TIME , NO [redacted] AT THIS TIME .

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	FREMONT MOTOR CASPER, INC	Zone	[redacted]
Address	6101 E 2ND ST , CASPER, WY 82609				

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] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		141.40	$82.41
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	[redacted]			
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	[redacted]			
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		141.40	$535.67
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		141.40	$27.47
[redacted]	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; 4x4/AWD			[redacted]	COOLER	1		229.60	$82.41

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Valve, thermal cooler bypass			[redacted]	TRANSMISS	1	X	[redacted]	$41.21
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	BOLT	6		20.16	$41.21
A	[redacted]	Valve, thermal cooler bypass			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Valve, thermal cooler bypass			[redacted]	[redacted]	1		141.40	$41.21
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)				BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)				COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] Skilled)				[redacted]	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO GEARS AND WILL NOT MOVE. CHECK AND ADVISE. PERFORM RECALL 13A Free Multi Point Courtesy Inspection BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE [redacted] MOTOR COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATESAND SPECIAL CUSTOMER OFFERS.YOU CANOPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR.

(RO) Cause:

INTERNAL SNAP RING FAILURE RECALL INSPECTION

(RO) Correction:

[redacted] VEHICLE WILL NOT MOVE [redacted] FOUND TRUCKWILL NOT MOVE DO TO DISLODGED SNAP RING FORK1/K2 CLUTCHES AT THE TIME PARTS WERE NOTAVAILABLE AND TRANSMISSON WAS AUTHORIZED BYDM REPLACED TRANSMISSON REPLACED THERMO BLOCKAND COOLER TOPPED OFF QUICKLEARNED TEST DROVESHIFTS GOOD NO CODES TRANSMISSION DIAGNOSIS OF CUSTOMER CONCER[redacted] ORDERED RELAY VIN SPECIFIC. ORDERED RELAY PERFORM RECALL AS DESCRIBED BY [redacted] [redacted] REPLACED AIR FILTER. NO OTHERCONCERNS NOTED. Free Multi Point CourtesyInspection BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE[redacted] MOTOR COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR. BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [redacted] MOTOR COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLINGYOUR SERVICE ADVISOR.

(RO) Technical Notes:

DISLODGED SNAP RING

GCS Narratives

(Claim) Customer Concern:

VEHICLE HAS NO GEARS

(Claim) Cause:

DISLODGED SNAP RING

(Claim) Correction:

FOUND TRUCK WILL NOT MOVE DO TO DISLODGED SNAP RING FOR [redacted] CLUTCHES AT THE TIME PARTS WERE NOT AVAILABLE AND TRANSMISSON WAS AUTHORIZED BY DM REPLACED TRANSMISSON REPLACED THERMO BLOCK AND COOLER TOPPED OFF QUICKLEARNED TEST DR OVE SHIFTS GOOD NO CODES

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
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	53.93	$36.10 [redacted]

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

[redacted]RECALL

(RO) Correction:

Replace Relay, Intake Air Heater [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] 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]00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	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	55.36	$27.38 [redacted]

RO Narratives

(RO) Customer Concern:

[redacted] RAM HEAVY DUTY GRID HEATER RELAY

(RO) Cause:

RECALL

(RO) Correction:

[redacted] REPLACED GRID HEATER RELAY. [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]
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]	[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)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) [redacted] Ram Heavy Duty Grid Heater Rel MOPAR [redacted] ESSENTIAL CARE OIL & FILTER PACKAGE [redacted] MOPAR TIRE ESSENTIAL CARE TIRE ROTATION

(RO) Cause:

PERFORM MULTI POINT VEHICLE INSPECTION RECALL/CUSTOMER SATISFACTION NOTIFICATION 1NSPECT AND INSTALL REVISED HEATER GRID RELAY AS PER RECALL CHANGE OIL AND FILTER AS PER MAINTENANCE PLAN ROTATE TIRES AS PER MAINTENANCE PLAN

(RO) Correction:

PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. Replace Relay, Intake Air Heater08-13 [redacted] INSPECTED AND INSTALLED REVISED HEATER GRID RELAY AS PER RECALL [redacted] CHANGED OIL AND FILTER AS PER CHRYSLER SERVICE CONTRACT [redacted] PERFORMED TIRE ROTATION, RETORQUED WHEELS TO SPECS AND TEST DROVE. TIRES ROTATED AS PER CHRYSLER SERVICE CONTRACT 95260002 10.00

(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]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	[redacted] Expense	Expense
[redacted]		Maintenance Interval - [redacted] ; To be used [redacted]	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) [redacted] Ram Heavy Duty Grid Heater Rel MOPAR [redacted] ESSENTIAL CARE OIL & FILTER PACKAGE [redacted] MOPAR TIRE ESSENTIAL CARE TIRE ROTATION

(RO) Cause:

PERFORM MULTI POINT VEHICLE INSPECTION RECALL/CUSTOMER SATISFACTION NOTIFICATION 1NSPECT AND INSTALL REVISED HEATER GRID RELAY AS PER RECALL CHANGE OIL AND FILTER AS PER MAINTENANCE PLAN ROTATE TIRES AS PER MAINTENANCE PLAN

(RO) Correction:

PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. Replace Relay, Intake Air Heater08-13 [redacted] INSPECTED AND INSTALLED REVISED HEATER GRID RELAY AS PER RECALL [redacted] CHANGED OIL AND FILTER AS PER CHRYSLER SERVICE CONTRACT [redacted] PERFORMED TIRE ROTATION, RETORQUED WHEELS TO SPECS AND TEST DROVE. TIRES ROTATED AS PER CHRYSLER SERVICE CONTRAC[redacted] 10.00

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - 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]
Address	401 BROADWAY DRIVE , HATTIESBURG, MS 39401		

Condition Information

Condition Code	***LOP***	***LOP*** [redacted]	***Failure Code***	***Failure*** [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]	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RECALL. VERIFIED OPEN RECALL [redacted]

(RO) Cause:

NA

(RO) Correction:

CUSTOMER REQUESTED CAMPAIGN [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. 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

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	144 EAST CHICAGO ROAD , COLDWATER, MI 49036		

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only	ML	CHECK ENGINE/SERVICE ENGINE SO						[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM [redacted] INSPECTION NO CONCERNS FOUND AT THIS TIME ([redacted]) CHECK ENGINE LIGHT IS ON PLEASE ADVISE ENGINE LIGHT IS NOT ON AT THIS TIME STORED [redacted] PARTICULATE FILTER FREQUENCY TESTED AND FOUND PCM NEEDS UPDATED AND REGEN NEEDED UPDATED POWERTRAIN CONTROL MODULE AND PERFORMED FILTER REGEN. CLEARED [redacted] AND TESTED [redacted] DID NOT RETURN AND EVERYTHING WORKING AS DESIGNED AT THIS TIME LOP [redacted] ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON PLEASE ADVISE

(Claim) Cause:

ENGINE LIGHT IS NOT ON AT THIS TIME STORED [redacted] PARTICULATE FILTER FREQUE NCY TESTED AND FOUND PCM NEEDS UPDATED AND REGEN NEEDED

(Claim) Correction:

UPDATED POWERTRAIN CONTROL MODULE AND PERFORMED FILTER REGEN. CLEARED DTC AND TESTED DTC DID NOT RETURN AND EVEYRTHING WORKING AS DESIGNED AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	DP5L64 - RAM 5500 REG CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted]	[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*** [redacted]	***Failure*** [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	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES VEH WILL NOT MOVE UNDER ITS OWN POWER. INT CAN GET ITTO MOVE AT IDLE SPEEDS. CHECK AND ADVISE.] Recall Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval)

(RO) Cause:

SNAP RING FAILURE RECALL [redacted]

(RO) Correction:

[redacted] truck will not move in forward gears21-00-0A[redacted] Clutch / Input ShaftAssembly -Inspect andReplace Sub-Assembly(3 - HighlySkilled)2 - Transmission andTransfer Case4.6Hrs21-00-0A-62Two Piece Propeller ShaftEquipped(3 - Highly Skilled)2 - Transmissionand Transfer Case0.2 Hrs. truckhas a pto added had to remove and install pto Automatic Transmission Concern [CUSTOMER STATES VEH WILL NOT MOVE UNDER ITS OWN POWER. INT CAN GET IT TO MOVE AT IDLE SPEEDS. CHECK AND ADVISE.] AUTO TRANSMISSIO[redacted] [redacted] recall [redacted] Relay, Intake AirHeater [redacted] [redacted] PERFORM RECALL Multi-point inspection (according to maintenanceinterval) CUSTOMER ESTIMATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT MOVE

(Claim) Cause:

INTERNAL FAULT SNAP RING FAULT

(Claim) Correction:
REBUILT TRANSMISSION

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**	CENTRAL AVENUE CHRYSLER JEEP, INC. [redacted]
Address	1839 CENTRAL PARK AVENUE , YONKERS, NY 10710		

Condition Information

Condition [redacted]	Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only		[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	BOLT	6		29.30	[redacted]
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	FLUID AFT	9		155.66	[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]	1		8.34	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only		[redacted]	[redacted]	1		37.24	[redacted]
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	GASKET	1		45.48	[redacted]
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	[redacted]	1		9.87	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only		[redacted]	[redacted]	1		41.31	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only		[redacted]	[redacted]	1		44.36	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only		[redacted]	HUB	1		[redacted]	
A [redacted]	Transmission : [redacted] equipped pick-up only		[redacted]	[redacted]	1		43.54	[redacted]
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	[redacted]	1		49.75	[redacted]
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only		[redacted]	[redacted]	1		52.29	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only		[redacted]	[redacted]	1		36.63	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only		[redacted]	HUB	1		[redacted]	[redacted]
[redacted]	Transmission : [redacted] equipped pick-up only		[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission : [redacted] equipped pick-up only		[redacted]	GREASE	1		72.54	[redacted]
[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	6		[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]	SNAP RING	4		[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			68244579AA	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	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]	[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			68253814AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	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]	FLUID AFT	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]	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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP [redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68244579AA	O-[redacted]	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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[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			68253772AA	BEA[redacted]	1		[redacted]	[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]	[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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GREASE	1		[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		29.30	[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]	FLUID AFT	9		155.66	[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]	SNAP 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	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		45.48	[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]	WASHER	1		9.87	[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]	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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

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

RO Narratives

(RO) Customer Concern:

CUST STATES TRUCK WONT MOVE SEEMS TO HAVE TRANS ISSUES CUST STATES ALL LIGHTS LIT UP ON DASH CUST REQUESTS PERFORM RECALL [redacted] GRID HEATER RELAY

(RO) Cause:

DEFECTIVE CLUTCHES PERFORM OPEN RECALL

(RO) Correction:

[redacted] INSPECTED OPERATION OF TRANSMISSION NOFORWARD GEARS CHECK ENGINE LIGHT ON ,,CKECHED CODES ACTIVE [redacted] ,, THERE IS [redacted] FOR THIS CODE,, REMOVETRANSMISSION FROM VEHICLE ,, TOOK FRONT PUMPOUT ,, REMOVED K1 AND K2 ASSEMBLIES ,, K1CLUTCH PACK STAYED SNAP RING DISLODGED WITHTRANSMISSION OUT OF VEHICLE AND [redacted] & K2CLUTCH ASSEMBLIES OUT INSPECTED THE OTHERBEARINGS AND HUBS ,,THEY LOOKED OK ,,PERFORME [redacted] REPLACED K1CLUTCH /INPUT SHAFT ASSEMBLY AND SUB ASSEMBLY,, REASSEMBLED TRANSMISSION ,, REINSTALLEDTRANSMISSION ,, FILLED WITH FLUID ,,PERFORMED QUICK LEARN ,, ROAD TESTED ,, TRANSSHIFTING AS DESIGNED CODE DID NOT RETURN K1 CLUTCH [redacted] PROP SHAFT DEF EQUIPMENT 4x4 [redacted] INSPECTED ALL WARNING LIGHTS ON ,,RELATED TO THE TRANSMISSION COMPLAINT THEWARNING LIGHTS WHERE RELATED TO THETRANSMISSION COMPLAINT LINE (A) MISC. MISC.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES TRUCK WONT MOVE SEEMS TO HAVE TRANS ISSUES

(Claim) Cause:

INSPECTED OPERATION OF TRANSMISSION NO FORWARD GEARS CHECK ENGINE LIGHT ON ,, CKECHED CODES ACTIVE [redacted] ,, THERE IS [redacted] FOR THIS CODE,, R EMOVE TRANSMISSION FROM VEHICLE ,, TOOK FRONT PUMP OUT ,, REMOVED K1 AND K2 AS SEMBLIES ,, [redacted] CLUTCH PACK STAYED SNAP RING DISLODGED

(Claim) Correction:

WITH TRANSMISSION OUT OF VEHICLE AND [redacted] & K2 CLUTCH ASSEMBLIES OUT INSPECT ED THE OTHER BEARINGS AND HUBS ,,THEY LOOKED OK ,, PERFORMED TSB 21-002-23 [redacted]. REPLACED [redacted] CLUTCH /INPUT SHAFT ASSEMBLY AND SUB ASSEMBLY ,, REASSEMBLED TRA NSMISSION ,, REINSTALLED TRANSMISSION ,, FILLED WITH FLUID ,, PERFORMED QUICK LEARN ,, ROAD TESTED ,, TRANS SHIFTING AS DESIGNED CODE DID NOT RETURN

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP5L64 - 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	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]					Part Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	HUB	1		196.77	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		41.25	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	HUB	1		387.86	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		7.85	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		27.24	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GASKET	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]	BOLT	6		[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]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted] RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
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		9.18	[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		[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	RACE	1		38.41	[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]	GASKET	1		11.45	[redacted]
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		27.24	[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]	GASKET	1		11.45	[redacted]
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		27.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	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	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		7.85	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	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]	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]	

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES VEH WILL NOT MOVE UNDER ITS OWN POWER. INT CAN GET ITTO MOVE AT IDLE SPEEDS. CHECK AND ADVISE.] Recall Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval)

(RO) Cause:

SNAP RING FAILURE RECALL [redacted]

(RO) Correction:

[redacted] truck will not move in forward gears21-00-0A[redacted] Clutch / Input ShaftAssembly -Inspect andReplace Sub-Assembly(3 - HighlySkilled)2 - Transmission andTransfer Case4.6[redacted]21-00-0A-62Two Piece Propeller ShaftEquipped(3 - Highly Skilled)2 - Transmissionand Transfer Case0.2 [redacted] truckhas a pto added had to remove and install pto Automatic Transmission Concern [CUSTOMER STATES VEH WILL NOT MOVE UNDER ITS OWN POWER. INT CAN GET IT TO MOVE AT IDLE SPEEDS. CHECK AND ADVISE.] AUTO TRANSMISSIO[redacted] [redacted] recall 20 Replace Relay, Intake AirHeater [redacted] [redacted] PERFORM RECALL Multi-point inspection (according to maintenanceinterval) CUSTOMER ESTIMATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT MOVE

(Claim) Cause:

INTERNAL FAULT SNAP RING FAULT

(Claim) Correction:

REBUILT TRANSMISSION

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	2[redacted]	**Body**	D28P81 - RAM 3500 LARAMIE 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**	[redacted]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	71 [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] 4x4 pick-up only			[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002762	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]				
A	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]				
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or Both (1 - [redacted] Skilled)			[redacted]	[redacted]				[redacted]
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or Both (1 - [redacted] Skilled)			[redacted]	TRANSMISS	1	X	8048.29	[redacted]
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	[redacted]				
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler (2 [redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]				[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	8048.29	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE CAR HAS NOGO FORWARD BUT WILL GO IN REVERSE. CHECK AND ADVISE RECALL/CAMPAIGN [redacted] Ram Heavy Duty Grid Heater Rel WARRANTY RENTAL PERFORM MULTI-POINT VEHICLE INSPECTION SET TIRE PRESSURE RF____LF____RR____ LR____

(RO) Cause:

. . . PERFORMED MULTI-POINT INSPECTION

(RO) Correction:

[redacted] CONFIRMED CONCERN, VEHICLE ONLYENGAGES IN REVERSE. CHECKED TRANSMISSIONFLUID LEVEL. LEVEL OK. FLUID CONTAMINATEDWITH [redacted]. REMOVED TRANSMISSION PANAND FOUN[redacted]. RECOMMENDREPLACING TRANSMISSION DUE TO TRANSMISSIONNOT BEING SERVICEABLE. REPLACED TRANSMISSIONAND COOLER LINES CHECKED TRANY FLUID ANDPERFORM QUICK LEARN DROVE VEHICLE ALL OKAY ATTHIS TIME AUTOMATIC TRANSMISSION REPAIR [redacted] NO PARTS AT THIS TIME WOULD NEED TOORDER RECALL/CAMPAIGN SUBLET REPAIRS WARRANTY RENTAL SUBLET REPAIRS SUBLET REPAIRS PERFORM MULTI-POINT VEHICLE INSPECTION SET TIRE PRESSURE RF____LF____RR____ LR____

(RO) Technical Notes:

FOUND [redacted] SHAVINGS IN THE OIL PAN

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CAR HAS NO GO FORWARD BUT WILL GO IN REVERSE. CHECK A ND ADVISE

(Claim) Cause:

CONFIRMED CONCERN, VEHICLE ONLY ENGAGES IN REVERSE. CHECKED TRANSMISSION FLUID LEVEL. LEVEL OK. FLUID CONTAMINATED WITH [redacted]. REMOVED TRANSMISSIO N PAN AND FOUND [redacted]. RECOMMEND REPLACING TRANSMISSION DU E TO TRANSMISSION NOT BEING SERVICEABLE. REPLACED TRANSMISSION AND COOLER L INES CHECKED TRANY FLUID AND PERFORM QUICK LEARN DROVE VEHICLE ALL [redacted] T HIS TIME

(Claim) Correction:

CONFIRMED CONCERN, VEHICLE ONLY ENGAGES IN REVERSE. CHECKED TRANSMISSION FLUID LEVEL. LEVEL OK. FLUID CONTAMINATED WITH [redacted]. REMOVED TRANSMISSIO N PAN AND FOUND [redacted]. RECOMMEND REPLACING TRANSMISSION DU E TO TRANSMISSION NOT BEING SERVICEABLE. REPLACED TRANSMISSION AND COOLER L INES CHECKED TRANY FLUID AND PERFORM QUICK LEARN DROVE VEHICLE ALL [redacted] T HIS 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	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	54.26	$36.58 [redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay ** [redacted] INSPECTION CUSTOMER AGREES TO LET SEWELL CJDR OF [redacted] THEIR VEHICLE [redacted] TO [redacted] IF NECESSARY FOR DIAGNOSTICS. PERFORM SYSTEM DIAGNOSTIC TEST HAS a rough start vehicle will have a long rough crank CUSTOMER STATES PERFORM DIESEL OIL CHANGE PERFORM 2 FUEL FILTER CLEANING CUSTOMER REQUESTS REPLACE AIR FILTER if needed INSTALL CABIN AIR FILTER if needed

(RO) Cause:

. . PERFORM DIESEL OIL CHANGE PERFORM 2 FUEL FILTER CLEANING CABIN AIR FILTER

(RO) Correction:

Replace Relay, Intake Air Heater08-13 [redacted] Completed . need to perform fuel filter flush COMPLETE PERFORMED 2 FUEL FILTER CLEANINGupon replacing the fuel filers, the rear bottom filter was dirty and starting to collapse. fuel filters fixed long crank. replaced air filter INSTALLED CABIN AIR FILTER

(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]	MEGA CAB 4X4	
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$2,031.43	**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]	[redacted]	[redacted]	Number [redacted]	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Spring, rear air suspension ; Spring, Air suspension -Right side	[redacted]	WEAK	[redacted]	SPRING	1	X	2031.43	[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 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] VERIFIED THE CUSTOMER'S CONCERN OFAIR RIDE NOT ACHIEVED MESSAGE ON THE EVIC.PERFORMED A AIR SUSPENSION AIR SPRING BAGEXAMINATION AND DIAGNOSTIC FINDING THE FOUNDAIR BAG WAS LEAKING . FOUND THE RIGHT REARAIR SUSPENSION AIR SPRING BAG IS THE POINT OFCONCERN. FURTHER EXAMINATION FOUND THE RIGHTREAR AIR SUSPENSION AIR SPRING BAG ISLEAKING. ACCESSED, REMOVED AND REPLACED THERIGHT REAR AIR SUSPENSION AIR SPRING BAG.CLEARED ALL DIAGNOSTIC TROUBLE CODES ANDVERIFIED CODES DID NOT RETURN. ROAD TESTEDTHE VEHICLE [redacted] TO VERIFY REPAIRS. THESYSTEM IS NOW OPERATING AS DESIGNED. Spring, rear air suspension AUTO.LIVE REPAIR ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE AIR RIDE SUSPENSION LIGHT CAME ON

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF AIR RIDE NOT ACHIEVED MESSAGE ON THE EVIC. PERFORMED A AIR SUSPENSION AIR SPRING BAG EXAMINATION AND DIAGNOSTIC FINDING THE FOUND AIR BAG WAS LEAKING . FOUND THE RIGHT REAR AIR SUSPENSION AIR SPR ING BAG IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE RIGHT REAR AI R SUSPENSION AIR SPRING BAG IS LEAKING.

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE RIGHT REAR AIR SUSPENSION AIR SPRING BAG. CLEARED ALL DIAGNOSTIC [redacted] CODES AND VERIFIED CODES DID NOT RETURN. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS. THE SYSTEM IS NOW OPERATING A S DESIGNED.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			Failure	Failure	Number	Part Name	Quantity	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]	BOLT	4		[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]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		6.71	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		29.96	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1201.48	[redacted]
[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]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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		6.71	[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]	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]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States THAT TRUCK HAS LOST FORWARD GEAR IT ONLY HAS REVERS] PERFORM MULTI POINT INSPECTION

(RO) Cause:

.

(RO) Correction:

[redacted] PERFORM DIAGNOSTIC TEST, FOUNDTRANSMISSION HA REVERSE AND NO FORWARD GEARENGAGEMENT. FOLLOW STEPS IN [redacted],,, ORDER PARTS, REMOVE AND DISASSEMBLETRANSMISSION, INSTALL INPUT ASSEMBLY REPLACESEALS REASSEMBLE TRANSMISSION, REINSTALLTRANSMISSION , FILL FLUID, PERFORM QUICKLEARN. TEST DRIVE TO VERIFY REPAIR.TRANSMISSION NOW SHIFTING NORMALLY.21-002-[redacted],,,[redacted]---[redacted],,21-00-[redacted]---[redacted],,, Automatic Transmission Concern [Customer States THAT TRUCK HAS LOST FORWARD GEAR IT ONLY HAS REVERS] AUTOMATIC TRANSMISSION CONCERN [redacted] INSPECTION PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES THAT TRUCK HAS LOST FORWARD GE AR IT ONLY HAS REVERS]

(Claim) Cause:

TRANSMISSION HA REVERSE AND NO FORWARD GEAR ENGAGEMENT

(Claim) Correction:

PERFORM DIAGNOSTIC TEST, FOUND TRANSMISSION HA REVERSE AND NO FORWARD GEAR E NGAGEMENT. FOLLOW STEPS IN [redacted],,, ORDER PARTS, REMOVE AND DIS ASSEMBLE TRANSMISSION, INSTALL INPUT ASSEMBLY REPLACE SEALS REASSEMBLE TRANS MISSION, REINSTALL TRANSMISSION , FILL FLUID, PERFORM QUICK LEARN. TEST DRIV E TO VERIFY REPAIR. TRANSMISSION NOW SHIFTING NORMALLY. 2[redacted], ,,[redacted]---[redacted],,[redacted]--[redacted],,,

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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]	70 [redacted]
Address	1001 N MILLER ST , WENATCHEE, WA 98801				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	[redacted] Reprogram, Includes [redacted]			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	[redacted] Reprogram, Includes [redacted]			[redacted]	SNAP RING	1	X	10.75	[redacted]
A	[redacted]	[redacted] Reprogram, Includes [redacted]			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	[redacted] Reprogram, Includes [redacted]			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	[redacted] Reprogram, Includes [redacted]			[redacted]	O-RING	1		[redacted]	
A	[redacted]	[redacted] Reprogram, Includes [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	[redacted] Reprogram, Includes [redacted]			[redacted]	WASHER	2		[redacted]	
A	[redacted]	[redacted] Reprogram, Includes [redacted]			[redacted]	HUB	1		178.88	[redacted]
A	[redacted]	[redacted] Transmission [redacted]			[redacted]	BOLT	6		24.77	[redacted]

		Reprogram, Includes Quicklearn Routine								
A	[redacted]	Module, [redacted] ( ) ; Module, [redacted] ( ) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP [redacted]	1	X	[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL [redacted]	4		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	2		[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	6		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	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]	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]	O-[redacted]	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]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	
A	21000A61	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]	SNAP RING	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]	
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]	HUB	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]	FLUID AFT	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	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	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]	SEAL RING	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]	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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	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 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]	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]	FLUID AFT	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	4		49.19	$0.00
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	O[redacted]	1		31.48	$0.00
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	HUB	1		[redacted]	$0.00
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	1		[redacted]	
B	21000169	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	21000A60	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES NO START NO CRANK. TOW TRUCK DRIVER WAS ABLE TO TURN IT ON BUT CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE.

(RO) Cause:

[redacted]- VERIFIED CUSTOMERS CONCERN, PUSHED VEHICLE IN SHOP. OPENED WITECH SESSION, PERFORM ALL SCAN. PRINTED SCAN REPORT. PRINTED CONFIGURATION REPAIR. FOUND FAULT [redacted] [redacted] INCORRECT RATION. CHECKED AND FOUND BULLETI[redacted]. PER APPLICABLE BULLETIN, RECOMMEND TRANSMISSION REPAIR. PARTS ORDERED [redacted]- PERFORMED TRANSMISSION REMOVAL, LIFTED, REMOVED FRONT AND REAR DRIVE SHAFTS. REMOVED TRANSFER CASE, REMOVED TRANSMISSION, REMOVED TORQUE CONVERTER, REMOVED PUMP AND [redacted] SUB ASSEMBLY. VERIFIED [redacted] [redacted] NOT LOCATED AND CLUTCH SEPARATED. PERFORMED BULLETIN REPAIR. REPLACED [redacted] [redacted] [redacted], ASSEMBLED TRANSMISSION, VERIFIED CORRECT END PLAY. REINSTALLED TRANSMISSION, ADJUSTED FLUID LEVEL. COMPLETED QUICK LEARN. ROAD TESTED FAILED. FOUND LONG DELAY WHEN ENGAGING TO DRIVE. PERFORMED TCM

UPDATE. ADDITIONAL QUICK LEARN. ROAD TESTED WITH NO IMPROVEMENT. OPENED STAR CASE, CONFIRMED RECOMMEND [redacted]CEMENT OF K1 SUB [redacted]MBLY.

(RO) Correction:

[redacted]- DISCONNECTED BATTERIES, REMOVED FRONT AND REAR DRIVELINES, DRAINED [redacted], REMOVED DEF SUB FRAME, REMOVED TRANSMISSION [redacted]MBLY, DIS[redacted]MBLED TO K1 SUB [redacted]MBLY, [redacted]CED, MEASURED END PLAY, COMPLETED [redacted]MBLY, REINSTALL TRANSMISSION [redacted]MBLY, QUICK LEARN, ROAD TEST VEHICLE. [redacted]RTModule, TransmissionControl (TCM) - Inspect AND reprogram. [redacted] YOU CONSENT TO RECEIVE TEXTS FROM US ON YOUR CELL PHONE NUMBER YOU PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING CUSTOMER SERVICE UPDATES OR OFFERS VIA TEXT USING AN AUTODIALING SYSTEM YOU MAY OPT OUT AT ANY TIME.

(RO) Technical Notes:

[redacted] IT ON BU CHECK ENGINE LIC+IT I5 ON. PLEASE CHEC(ANO ADVISE. [redacted]. VERIFIED CUSTOIIERS CONCERT/, PU5HED VEHICLE II,I SHOP. OPENED HITECH SESSION, PERFORIT ALL SCAN. PRII IED SCAN REPORT. PRIIITEO CONFIGIJRATION REPAIR.FOUND FAULT [redacted] CORRECT RATIO . CHECKED AND FOUI D BULLETIN # 27. OO2 [redacted]. PER APPLICABLE EULLETIN, RE[redacted] IIIEIID TRAI SITISSIOII REPAIR. PARTS OROERED [redacted]- PERFORXED TRANSXISSION RE}IOVAL, LIFTED, [redacted] FRONT AND REAR DRIVE SHAFTS. REI.IOVEO TRAFLSFER CASE, REIIOVED TRA [redacted], REI ! OVED TORQUE CONVERTER, REXOVED PR.RLRP ANO [redacted] IIELY. VERIFIEO K1 SNAP RII G NOT LOCATEO AI D CLUTCH SEPARATEO. PERFORHED EULLETIN REPAIR.[redacted]CED [redacted] SNAP RINC, [redacted]XELEO TRANSIIISSION, VERIFIED CORRECI END PLAY. REINSTATLEO TRANS}IISSION, AD USTED FLUID LEVEL. [redacted]IPLETED QUICX LEARN. ROAD TESTED FAILED. FOUNO LOXG OELAY I HEN EI CACINC TO DRIVE. PERFOR}IEO TCII UPOATE. ADDITIONAL QIJICK LEARN. ROAO TESTED HITH NO IIIPROVEI.IET T . OPENED STAR CASE, COTIFIRI.IED RE[redacted]+IEND [redacted]CEI.IEIIT OF [redacted] [redacted]XBLY. [redacted]. DISCONNECTED BATIERIES, RE}IOVED FRONT AND REAR DRIVEL NES, ORAINE[redacted], REI4OVEO [redacted] SU8 FRAI,IE, REIIIOVED TRAXSXISSION [redacted]TBLY, OIS[redacted]FLBLED T0 K1 SUB [redacted] [redacted], [redacted]CEO, I1EASURED EI, D PLAY, [redacted].IPLETED [redacted]}[redacted], REINSTALL TRANSITISSIOI [redacted], BLY, QUICK LEARN, ROAO TEST VEHICTE

GCS Narratives

(Claim) Customer Concern:

CUSTOIIER STATES NO SIARI NO CRANK. TOH TRUCK DRIVER HAS AELE]O TURI{ IT ON BU] CHECK ENGINE LIC+IT I5 ON. PLEASE CHEC(ANO ADVISE BU] CHECK ENGINE LIC+IT I5 ON. PLEASE CHEC(ANO ADVISE. [redacted]. VERIFIED CUSTOI IERS CONCERT/, PU5HED VEHICLE II,I SHOP. OPENED HITECH SESSION, PERFORIT ALL SCAN. PRI{IED SCAN REPORT. PRIIITEO CONFIGIJRATION REPAIR. FOUND FAULT [redacted] [redacted]CORRECT RATIO{. CHECKED AND FOUI{D BULLETIN # 27. [redacted]. PER APPLICABLE EULLETIN, RECO'IIEIID TRAI{SITISSIOII REPAIR. PARTS

(Claim) Cause:

CUSTOIIER STATES NO SIARI NO CRANK. TOH TRUCK DRIVER HAS AELE]O TURI{ IT ON BU] CHECK ENGINE LIC+IT [redacted] ON. PLEASE CHEC(ANO ADVISE 6- PERFORXED TRANSXISSION RE}IOVAL, LIFTED, [redacted] FRONT AND REAR DRIVE SHA FTS. REI.IOVEO TRAFLSFER CASE, REIIOVED TRA [redacted], REI'!OVED TORQUE CONVER TER, REXOVED PR.RLRP ANO [redacted] [redacted]IIELY. VERIFIEO K1 SNAP RII{G NOT LOCATEO AI{D CLUTCH SEPARATEO. PERFORHED EULLETIN REPAIR. [redacted]CED [redacted] SNAP RINC, [redacted]XELEO TRANSIIISSION, VERIFIED CORRECI END PLAY. REINSTATLEO TRANS}IISSION, AD]USTED FLUID LEVEL. [redacted]IPLETED QUICX LEARN. ROAD TESTED FAILED. FOUNO LOXG OELAY I{HEN EI{CACINC TO DRIVE. PERFOR}IEO TCII UPOATE. ADDITIONAL QIJICK L EARN. ROAO TESTED HITH NO IIIPROVEI.IET{ T . OPENED STAR CASE, COTIFIRI.IED R E[redacted]+IEND [redacted]CEI.IEIIT OF [redacted] [redacted]XBLY. [redacted]. DISCONNECTED BATIERIES

(Claim) Correction:

D RE[redacted]+IEND [redacted]CEI.IEIIT OF [redacted] [redacted]XBLY[redacted]. DISCONNECTED BATIERI ES, RE}IOVED FRONT AND REAR DRIVEL]NES, ORAINE[redacted], REI4OVEO [redacted] SU8 FRAI,IE , REIIIOVED TRAXSXISSION [redacted]TBLY, OIS[redacted]FLBLED T0 K1 SUB [redacted] [redacted], [redacted]CEO, I1EASURED EI,{D PLAY, [redacted]IPLETED [redacted]}[redacted], REINSTALL TRANSITISSIOI{ [redacted]I,{BLY, QUICK LEARN, ROA D RE[redacted]+IEND [redacted]CEI.IEIIT OF [redacted] [redacted]XBLY. [redacted]. DISCONNECTED BATIERI ES, RE}IOVED FRONT AND REAR DRIVEL]NES, ORAINED [redacted], REI4OVEO [redacted] SU8 FRAI,IE , REIIIOVED TRAXSXISSION [redacted]TBLY, OIS[redacted]FLBLED T0 K1 SUB [redacted] [redacted], [redacted]CEO, I1EASURED EI,{D PLAY, [redacted]IPLETED [redacted]}[redacted], REINSTALL TRANSITISSIOI{ [redacted]I,{BLY, QUICK LEARN, ROA

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

Dealer Information

Code	[redacted] **Name** THE [redacted]
Address	2900 N MAIN ST , LOGAN, UT 84341

Condition Information

Condition			Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		130.07	$85.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	HUB	1		198.93	$85.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		38.83	$85.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		41.[redacted]	$85.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		392.12	$85.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		40.93	$85.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		46.77	$85.43
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]	1		34.43	$85.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
A	21000169	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	GREASE	1		68.19	$85.43
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		130.07	[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]	HUB	1		[redacted]	
[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 ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[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			06506497AA	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]	BOLT	6		[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]	FLUID AFT	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]	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]	[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]	RACE	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	BOLT	6		[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]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253813AB	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			68253772AA	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	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]	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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		130.07	[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]	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		[redacted]	
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		46.77	[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		49.16	[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]	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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		68.19	[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 WONT SHIFT FEELS LIKE ITS

(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 P/A PARTS

(Claim) Correction:

WITH TRANSMISSION REMOVED DRAINED TRANSMISSION AND INSTALLED NEW K2 CLUTCH HU B AND [redacted] CLUTCH ASSEMBLY AFTER LETTING SOAK IN CLEAN TRANSMISSION FLUID INS TALLED COMPONENTS IN REVERSE ORDER OF REMOVAL FOLLOWING TSB TOURQED PUMP TO [redacted] CHECKED END PLAY AND FOUND IT TO BE WITHIN SPEC INSTALLED BELL HOUSING A ND TOURQED TO [redacted] RE INSTALLED TRANSMISSION AND INSTALLED NEW TOURQ CO NVERTER BOLTS INSTALLED TRANSFER CASE AND TRANSMISSION MOUNT AND INSTALLED C ROSSMEMBER INSTALLED FRONT AND REAR DRIVELINES AND INSTALLED NEW HARDWARE LOWE RED VEHICLE AND FILLED WITH FLUID FOLLOWING FLUID LEVEL CHECK PROCEDURE VERI FIED LEVEL AND LET TRUCK IDLE AND REACH OPERATING TEMP PREFORMED QUICK LEAR N AND TEST DROVE VERRIFIED FLUID LEVEL VEHICLE IS READY FOR GUEST

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	4121 CLEVELAND BLVD , CALDWELL, ID 83605				

Condition Information

Condition Code	[redacted]	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]			[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]			[redacted]	GASKET	1		36.28	[redacted]
A	[redacted]			[redacted]	[redacted]	1		33.52	[redacted]
A	[redacted]			[redacted]	D-RING	1		14.12	[redacted]
A	[redacted]			[redacted]	D-RING	1		42.37	[redacted]
A	[redacted]			[redacted]	D-RING	1		22.16	[redacted]
A	[redacted]			[redacted]	D-RING	1		15.58	[redacted]
A	[redacted]			68019783AA	SNAP RING	1		[redacted]	
A	[redacted]			68269570AA	SNAP RING	1		7.95	[redacted]
A	[redacted]			[redacted]	FLUID AFT	9		124.19	[redacted]
A	[redacted]			06509166AA	[redacted]			[redacted]	
A	[redacted]			[redacted]	CLUTCHKIT	1	X	1191.58	[redacted]
A	[redacted]			[redacted]	O-RING	1		29.71	[redacted]
A	[redacted]			[redacted]	[redacted]	4		46.43	[redacted]
A	[redacted]			68019782AA	[redacted]	1		6.66	[redacted]
A	[redacted]			68085955AA	WASHER	1		[redacted]	
A	[redacted]			[redacted]	FILTER	1		127.19	[redacted]
A	[redacted]			[redacted]	FLUID AFT	2		27.60	[redacted]
A	[redacted]			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only		[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition -							

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP [redacted]	1		[redacted]	[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			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269553AA	D [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019768AA	D [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019783AA	SNAP [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269570AA	SNAP [redacted]	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			06509166AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O [redacted]	1		[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FILTER	1		[redacted]	

		[redacted]C ; 4X4 equipped								
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]	FLUID AFT	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]	SNAP [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			06509166AA	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]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	SEAL [redacted]	4		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[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]	SEAL 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			68019797AA	O RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	D[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	D[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	D[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	D[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]	[redacted]	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]	BOLT	4		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FILTER	1		[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	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		23.38	$597.74
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]	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]	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]	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]	D-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]	D-RING	1		42.37	$597.74
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	D-RING	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]	D-RING	1		15.58	[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		8.60	[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]	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]	FLUID AFT	9		[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]	
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]	SEAL RING	[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]	SEAL RING	1		6.66	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FILTER	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	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]	FLUID AFT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFIED CUSTOMER CONCERN// UPONVEHICLE INSPECTION FOUND ACTIVE CODES:[redacted] [redacted] INCORRECT RATIO,[redacted] [redacted] INCORRECT RATIO// FOUNDACTIVE TSB: [redacted] A// RECOMMEND K1SNAP RING REPAIR// REMOVED TRANSMISSION ANDREPLACED K1 SNAP RING// RE-INSTALLEDTRANSMISSION/ FILLED TRANSMISSION TOMANUFACTURER SPEC// TEST DROVE VEHICLE// NOACTIVE CODES AT THIS TIME General Concern #1 MISCELLANEOUS [redacted] PARTS ON ORDER Recall / Customer Satisfaction Notification1 MISCELLANEOUS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES VEHICLE LOCKED INTO [redacted]

(Claim) Cause:

VERIFIED CUSTOMER CONCERN// UPON VEHICLE INSPECTION FOUND ACTIVE CODES: [redacted] [redacted] INCORRECT RATIO, [redacted] [redacted] INCORRECT RATIO// FOU ND ACTIVE TSB: [redacted] A// RECOMMEND K1 SNAP RING REPAIR// REMOVED TR ANSMISSION AND REPLACED [redacted] SNAP RING// RE-INSTALLED TRANSMISSION/ FILLED TRA NSMISSION TO MANUFACTURER SPEC// TEST DROVE VEHICLE// NO ACTIVE CODES AT THI S TIME

(Claim) Correction:

VERIFIED CUSTOMER CONCERN// UPON VEHICLE INSPECTION FOUND ACTIVE CODES: [redacted] [redacted] INCORRECT RATIO, [redacted] [redacted] INCORRECT RATIO// FOU ND ACTIVE TSB: [redacted] A// RECOMMEND K1 SNAP RING REPAIR// REMOVED TR ANSMISSION AND REPLACED [redacted] SNAP RING// RE-INSTALLED TRANSMISSION/ FILLED TRA NSMISSION TO MANUFACTURER SPEC// TEST DROVE VEHICLE// NO ACTIVE CODES AT THI S TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P81 - 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]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted] **Name** W[redacted]
Address	329 E YOUNG ST. , WARRENSBURG, MO 64093

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	BODY ASSY	1	X	2576.12	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	SEAL RING	[redacted]			
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	WASHER	[redacted]			[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) -			[redacted]	CLUTCHKIT	1		[redacted]	

		Reprogram (Aisin Transmission)								
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect Software Level			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect Software Level			[redacted]	SEAL [redacted]	4		[redacted]	
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect Software Level			[redacted]	SEAL [redacted]	1		7.41	$25.70
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect Software Level			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect Software Level			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect Software Level			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect Software Level			[redacted]	BOLT	4		[redacted]	[redacted]

A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Inspect Software Level			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Inspect Software Level			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Inspect Software Level			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Inspect Software Level			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Inspect Software Level			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Inspect Software Level			[redacted]	GASKET	1		57.22	[redacted]
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Inspect Software Level			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Inspect Software Level			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Inspect Software Level			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	O-RING	1		33.08	$77.10
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	4		30.01	$77.10
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1		[redacted]	

A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	PLATE	1		137.75	$77.10
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		138.30	$77.10
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	FILTER	1		141.64	$77.10
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68445748AA	BODY ASSY	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	4		[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]	[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	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06506497AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BODY ASSY	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]	
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	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]	CLUTCHKIT	1		1326.93	$38.55
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		57.22	$38.55
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]	FLUID AFT	9		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted]			[redacted]	FLUID AFT	5		[redacted]	

		Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE SO	[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	SEAL RING	1		7.41	[redacted]

A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted]	[redacted]	ENGINE/SERVICE ENGINE SO	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	WASHER	2		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BOLT	4		30.01	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	CLUTCHKIT	1		1326.93	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	PLATE	1		137.75	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	9		138.30	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	5		76.83	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1		57.22	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FILTER	1		141.64	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	9		138.30	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	1		15.37	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace [redacted] - Highly Skilled)			[redacted]	BODY ASSY	1	X	2576.12	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SEAL RING	[redacted]			
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	O-RING	1		33.08	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		40.40	[redacted]

A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WASHER	2		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SEAL RING	1		7.41	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	O-RING	1		33.08	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with			[redacted]	WASHER	2		[redacted]	

		appropriate repair Labor Operation.								
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	PLATE	1		137.75	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FILTER	1		141.64	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	1		[redacted]	
A	95200040	Towing			[redacted]	BODY ASSY	1	X	2576.12	[redacted]
A	95200040	Towing			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	95200040	Towing			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	95200040	Towing			[redacted]	O-RING	1		[redacted]	[redacted]
A	95200040	Towing			[redacted]	GASKET	1		40.40	[redacted]
A	95200040	Towing			[redacted]	WASHER	2		[redacted]	[redacted]
A	95200040	Towing			[redacted]	BOLT	4		[redacted]	[redacted]
A	95200040	Towing			[redacted]	BOLT	4		[redacted]	[redacted]
A	95200040	Towing			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	95200040	Towing			[redacted]	PLATE	1		137.75	[redacted]
A	95200040	Towing			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	95200040	Towing			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	95200040	Towing			[redacted]	GASKET	1		[redacted]	[redacted]
A	95200040	Towing			[redacted]	FILTER	1		[redacted]	[redacted]
A	95200040	Towing			[redacted]	FLUID AFT	9		138.30	[redacted]
A	95200040	Towing			[redacted]	FLUID AFT	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WON'T GO FORWARD

(RO) Cause:

F

(RO) Correction:

TRANS VALVE BODY REPLACE TRANS PAN DROP FOR REPAIRS Harness wiring-Transmission valvebody wiring harness - R K1 CLUTCH SHAFT ASSY REPLACE def equipped 4X4 EQUIPPED SKID PLATE PCM FLASH TCM UPDATE DIAG TIME WITH A REPAIR TOW NASHS TOWING O-Ring-Skid plate equipped vehicles TRANS PAN DROP FOR REPAIRS Harness wiring-Transmiss ion valve body wiring harness - R K1 CLUTCH SHAFT ASSY REPLACE def equipped 4X4 EQUIPPED SKID PLATE PCM FLASH TCM UPDATE DIAG TIME WITH A REPAIR SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEHICLE WONT GO FORWARD

(Claim) Cause:

SHIFTING RATIO

(Claim) Correction:

SEE ATTACHED FOR TECH NOTES AND CLOCKINGS. DM ALSO ADDED NOTES FOR TOW.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 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**	WILLIAMS CHRYSLER DODGE JEEP	**Zone**	6[redacted]
Address	1015 FORT WORTH HIGHWAY , WEATHERFORD, TX 76086				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	LUBRICANT	[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]	GREASE	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		42.37	$82.84
[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]	LUBRICANT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for			[redacted]	[redacted]			[redacted]	

		recondition - [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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		127.12	$165.67
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	STUD	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	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]	FLUID AFT	9		127.12	[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] ; Two piece propeller shaft equipped			[redacted]		2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	LUBRICANT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[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] ; Two piece 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 Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		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]	LUBRICANT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	BOLT	4		27.58	[redacted]

		Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		27.58	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1219.69	[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	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		42.37	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	STUD	2		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	LUBRICANT	2		94.38	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	STUD	2		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	GREASE	1		[redacted]	[redacted]

A	[redacted]	Loaner Car ; [redacted] Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; [redacted] Line Vehicles			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Loaner Car ; [redacted] Line Vehicles			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; [redacted] Line Vehicles			[redacted]	FLUID AFT	[redacted]			
B	181904TH	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

CS MESSAGE ON CLUSTER 4 WHEEL DRIVE UNAVAILABLE, ADVISE. Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CS CHECK ENGINE LIGHT IS ON, ADVISE. CS VEHICLE LOST PULLING POWER, MOVES FORWARD WITH HEAVY RESISTANCE, WILL MOVE BACKWARD AS DESIGNED, FEELS AS THOUGH PULLING A VERY HEAVY LOAD, ADVISE. MR. [redacted] PAID FOR TOWING. [redacted] RENTAL PROVIDED [redacted] COMPLIMENTARY MULTI-POINT INSPECTION

(RO) Cause:

Appt. [redacted] RAN DIAG ON [redacted] FOUND [redacted] FOR DISLODGED [redacted] SNAP RING REMOVED TRANSMISSION AND VERIFIED SNAP RING CAME DISLODGE [redacted] RENTAL

(RO) Correction:

SEE LINE 4 NO PARTS SEE LINE 4 REPLACED K1 SUB ASSY PER TSB INSTALLED TRANSMISSION AND TOPP ED OFF FLUID LEVEL CLEARED CODES OPERATING AS DESIGNED AFTER TEST DRIVE ALSO HAD PCM UPDATE FLASHED PCM EE [redacted] SOP HEX BOLTS ARE RESTRICTED TO [redacted] OF [redacted] BOLTS ARE STILL ON ORDER DONE

(RO) Technical Notes:

PT[redacted] ORDER[redacted] - ONLY ALLOWED 6 [redacted]. NDS, DIAG AND REPAIR DAYS SUPPORTING 18. HEX BOLTS LIMITED TO ONLY ORDER 6 [redacted] AND COULD NOT ORDER THOSE UNTI[redacted]. CAME IN [redacted]. ATTACHED RO ANDRENTAL INVOICE FOR REVIEW. [redacted] RENATL INVOICE SHOWS 11 DAYS [redacted] AND [redacted] BUT CLAIM WOULD NOT ALLOW ME TO BREAK IT INTO [redacted].

GCS Narratives

(Claim) Customer Concern:

CS VEHICLE LOST PULLING POWER, MOVES FORWARD WITH HEAVY RESISTANCE, WILL MOVE PCM UPDATE REQUIRED BACKWARD AS DESIGNED, FEELS AS THOUGH PULLING A VERY HEAVY LOAD, ADVISE.

(Claim) Cause:

UPDATE NEEDED RAN DIAG ON [redacted] FOUND [redacted] FOR DISLODGED [redacted] SNAP RING REMOVED TRANSM ISSION AND VERIFIED SNAP RING CAME DISLODGE

(Claim) Correction:

UPDATED PCM REPLACED K1 SUB ASSY PER TSB INSTALLED TRANSMISSION AND TOPP ED OFF FLUID LEV EL CLEARED CODES OPERATING AS DESIGNED AFTER TEST DRIVE

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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	53 HOLLZ PARKWAY , [redacted], GA 30265		

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	55.22	$35.00 [redacted]

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) (Multi-point inspection according to maintenance interval) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) DIESEL FUEL FILTER NEEDS REPLACEMENT

(RO) Cause:

FACTORY REQUIRED REPAIR

(RO) Correction:

OEM Oil & Filter Change [redacted] Ambient Temperature Above COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED FORM no part REPLACED DIESEL FUEL FILTER

(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**	DP0L93 - RAM 5500 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 Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Module, steering column control ; [redacted], includes turn signal switch, clock spring, steering angle sensor where applicable	[redacted]	NOISY	[redacted]	CLOCKSPRI	1	X	[redacted]	[redacted]
A	[redacted]	Module, steering column control ; [redacted], includes turn signal switch, clock spring, steering angle sensor where applicable	[redacted]	NOISY	[redacted]	BOLT	1		6.16	[redacted]
E	08193701	Module, trailer tow	[redacted]	INTERNAL DEFECT	[redacted]	MODULE	1	X	[redacted]	[redacted]
E	85410000	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	MODULE	1	X	[redacted]	[redacted]
D	[redacted]	Fuel, Trouble Not Found	OD							[redacted]
C	[redacted]	Wind Noise, Trouble Not Found ; Wind Noise	OD							[redacted]
[redacted]		Convenience Systems,Trouble Not Found ; [redacted] AC Power Inverters	OD							[redacted]

RO Narratives

(RO) Customer Concern:

CS THE STEERING WHEEL IS OFF TO THE LEFT WHEN DRI[redacted]G STRAIG HT (General Concern 1) CS THERE IS A RATCHETING NOISE COMING FROM THE STEERING WHEE L COLUMN AREA WHEN TURNING THE WHEEL LEFT AND RIGHT BECOMES LOUDER THE LONGER THE VEHCILE IS DRIVEN THROUGH THE DAY CUST OMER HAS VIDEO TO SHOW TECH (SteeringSuspensionSteering Whee l Concern) customer states the center console outlet in the back by the air vents is not working rent Customer states the center back window for the person sitting in the middle can hear wind coming thru the window. Customer states a person has to ride in the middle seat to hear the wind coming thru the back sliding window PERFORM COMPLETE MULTI-POINT INSPECTION HAVE WE MENTIONED OURMORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOUR [redacted] USE ([redacted] OF [redacted]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR customer states on the dash it states Tranferring Customer states on dash it states trailer brake wiring

(RO) Cause:

STEERING WHEEL IS OFF CENTER CHECKED FOR NOISE AND HEARD RATCHETING NOISE FROM CLOCK SPRING ASSEMBLY TESTED [redacted] OUTLET AT REAR OF CENTER CONSOLE WITH A [redacted] OUTLET TESTED AND OUTLET IS WORKING NORMALLY, HOWEVER ENGINE MUST BE RUNNING FOR OUTLET TO BE POWERED. WORKING AS PER DESIGNED. ALSO

TESTED USB OUTLETS AND ARE ALSO WORKING AS PER DESIGNED. DIAGNOSTIC TIME APPROVED [redacted] TEST DROVE VEHICLE AND CHECKED FOR WIND NOISE, ONLY HEAD NORMAL WIND TURBULENCE FROM THE BACK OF THE CAB AND THE AFTERMARKET BACKRACK WINDOW GUARD ON FLATBED. ALSO INSPECTED REAR WINDOW AND SEALS, REAR DOORS AND SEALS AND NO VISUAL PROBLEMS WAS FOUND. DIAGNOSTIC TIME APPROVED 0.9 VIEWED CUST[redacted] VIDEO FOR "TRANSFERRING" MESSAGE BEING ON AND FOUND NORMAL OPERATION WHEN FUEL IS AUTOMATICALLY BEING TRANSFERRED FROM THE REAR TANK TO THE FRONT TANK SEE ATTACHED PRINTOUT OF DUAL FUEL TANK OPERATION DIAGNOSTIC TIME APPROVED 0.3 "CHECK TRAILER BRAKE WIRING" MESSAGE COMES ON WHILE DRIVING AND NOT TOWING, [redacted] SETS. RAN DIAGNOSTIC AN

(RO) Correction:

NA

(RO) Technical Notes:

R+[redacted] CUST[redacted] VIDEO FOR TRANSFERRING MESSAGE RO WITH TECH PUNCHES AND TECH NOTES. 2.) ATTACH FINAL RENTAL INVOICE. 3.) PLEASE BE AD VISED COMPLETE WHEEL ALIGNMENT IS NOT SUPPORTED AS ONLY THE STEERING WHEEL IS NOT CENTERED, PLEASE REMOVE LOP [redacted] AND USE CORRECT CENTER STEERING WHEEL LOP. 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:

CS THERE IS A RATCHETING NOISE COMING FROM THE STEERING WHEE L COLUMN AREA WH CUST[redacted]R STATES ON DASH IT STATES TRAILER BRAKE WIRING CUST[redacted]R STATES ON THE DASH IT STATES TRANFERRING CUST[redacted]R STATES THE CENTER BACK WINDOW FOR THE PERSON SITTING IN THE [redacted] CUST[redacted]R STATES THE CENTER CONSOLE OUTLET IN THE BACK BY THE AIR VENTS IS NOT WORKING AN HEAR WIND COMING THRU THE WINDOW. CUST[redacted] STATES A PERSON HAS TO RIDE IN EN TURNING THE WHEEL LEFT AND RIGHT BECOMES LOUDER THE LONGER THE VEHCILE IS DRIVEN THROUGH THE DAY CUST [redacted] HAS VIDEO TO SHOW TECH (STEERINGSUSPENSIONS THE MIDDLE SEAT TO HEAR THE WIND COMING THRU THE BACK SLIDING WINDOW TEERING WHEE L CONCERN)

(Claim) Cause:

"CHECK TRAILER BRAKE WIRING" MESSAGE COMES ON WHILE DRIVING AND NOT TOWING, C VIEWED CUST[redacted] VIDEO FOR "TRANSFERRING" MESSAGE BEING ON AND FOUND NORMAL OP ERATION WHEN FUEL IS AUTOMATICALLY BEING TRANSFERRED FROM THE REAR TANK TO TH [redacted] SETS. RAN DIAGNOSTIC AND INSPECTED TRAILER TOW WIRING AND CONNECTO TESTED [redacted] OUTLET AT REAR OF CENTER CONSOLE WITH A [redacted] OUTLET TESTED AND E FRONT TANK SEE ATTACHED PRINTOUT OF DUAL FUEL TANK OPERATION DIAGNOSTIC TI OUTLET IS WORKING NORMALLY, HOWEVER ENGINE MUST BE RUNNING FOR OUTLET TO BE P RS AND NO VISUAL PROBLEMS WAS FOUND, AS PER DIAGNOSTIC FLOW CHART, ONLY POSS TEST DROVE VEHICLE AND CHECKED FOR WIND NOISE, ONLY HEAD NORMAL WIND TURBULEN CE FROM THE BACK OF THE CAB AND THE AFTERMARKET BACKRACK WINDOW GUARD ON FLAT CHECKED FOR NOISE AND HEARD RATCHETING NOISE FROM CLOCK SPRING ASSEMBLY IBLE CAUSE IS A FAULTY TRAILER BRAKE CONTROL MODULE DIAGNOSTIC TIME APPROVED ME APPROVED [redacted]. WORKING AS PER DESIGNED. ALSO TESTED USB OUTLETS AND ARE ALSO WORKING AS PER DESIGNED. DIAGNOSTIC TIME APPROVE[redacted] BED. ALSO INSPECTED REAR WINDOW AND SEALS, REAR DOORS AND SEALS AND NO VISUAL PROBLEMS WAS FOUND. DIAGNOSTIC TIME APPROVED 0.9

(Claim) Correction:

REPLACED CLOCK SPRING ASSEMBLY DUE TO CAUSING EXCESSIVE NOISE VIEWED CUST[redacted] VIDEO FOR "TRANSFERRING" MESSAGE BEING ON AND FOUND NORMAL OP "CHECK TRAILER BRAKE WIRING" MESSAGE COMES ON WHILE DRIVING AND NOT TOWING, C ERATION WHEN FUEL IS AUTOMATICALLY BEING TRANSFERRED FROM THE REAR TANK TO TH TESTED [redacted] OUTLET AT REAR OF CENTER CONSOLE WITH A [redacted] OUTLET TESTED AND E FRONT TANK. SEE ATTACHED PRINTOUT OF DUEL FUEL TANK OPERATION. DIAGNOSTI[redacted] SETS. RAN DIAGNOSTIC AND INSPECTED TRAILER TOW WIRING AND CONNECTO OUTLET IS WORKING NORMALLY, HOWEVER ENGINE MUST BE RUNNING FOR OUTLET TO BE P TEST DROVE VEHICLE AND CHECKED FOR WIND NOISE, ONLY HEAD NORMAL WIND TURBULEN CE FROM THE BACK OF THE CAB AND THE AFTERMARKET BACKRACK WINDOW GUARD ON FLAT OWERED. WORKING AS PER DESIGNED. ALSO TESTED REAR USB OUTLET AND ARE ALSO WOR RS AND NO VISUAL PROBLEMS WAS FOUND, AS PER DIAGNOSTIC FLOW CHART, ONLY POSS TIME APPROVED 0.3 BED. ALSO INSPECTED REAR WINDOW AND SEALS, REAR DOORS AND SEALS AND NO VISUAL IBLE CAUSE IS A FAULTY TRAILER BRAKE CONTROL MODULE DIAGNOSTIC TIME APPROVED KING NORMALLY. PROBLEMS WAS FOUND. DIAGNOSTIC TIME APPROVE[redacted] TESTED AND REPLACED FAULTY TRAILER BRAKE CONTROL MODULE, CLEARED C[redacted]E , TEST DROVE AND VERIFIED REPAIRS. NO WARING MESSAGE CAME ON DURING TEST DRIV E AND NO C[redacted]ES SET.

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	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	100 COMMERCE CIRCLE , COLUMBIANA, OH 44408		

Condition Information

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

RO Narratives

(RO) Customer Concern:

RECALL [redacted]

(RO) Cause:

.

(RO) Correction:

[redacted] INSTALL NEW HEATER GRID RELAY PERRECAL[redacted] RECALL [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL [redacted]

(Claim) Cause:

.

(Claim) Correction:

INSTALL NEW HEATER GRID RELAY PER RECAL[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	[redacted] BIG HORN CREW [redacted]
Build Date	[redacted]	Plant	[redacted] TRUCK ASSEMBLY PLANT	Coverage Code	[redacted]

Claim Information

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

Expense

Labor	[redacted]	Sublet	$1,294.02	[redacted]	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted] CAR CITY	[redacted]	[redacted]
Address	625 W [redacted] RD , DAVENPORT, IA 52806				

Condition Information

Condition [redacted]	Failure [redacted]	Failure Desc	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		28.42	$98.41
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		30.52	$98.41
[redacted] Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	6		20.16	$98.41
[redacted] Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	1		5.81	$98.41
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			06509166AA	[redacted]	1		5.81	$98.41
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1027.60	$98.41
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		49.91	$98.41
[redacted] Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		59.50	$98.41
[redacted] Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	5		59.50	$98.41
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	1		6.79	$196.81
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	RACE	1		28.42	$196.81
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	BEARING	1		30.52	$196.81
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] equipped	[redacted]	[redacted]	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]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	5		[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 ; [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]	BEARING	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			06506497AA	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			06509166AA	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]	GREASE	1		[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]	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]	WASHER	1		6.79	$754.45
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		28.42	$754.45
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[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]	BOLT	1		5.81	[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]	BOLT	1		5.81	[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]KIT	1	X	1027.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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	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]	FLUID AFT	5		[redacted]	

RO Narratives

(RO) Customer Concern:

Multi-point inspection Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted]-Intake Air Grid Heater Relay ** no remedy available] General Concern #1 [customer statesservice [redacted] light on dash and vehicle clunked when shifting checkand advise] PARTS WARRANTY THIS RO FOR FAULTY [redacted]H KIT

(RO) Cause:

[redacted] ASSEMBLY SNAP RING IS DISLODGED [redacted] CUTCH FAILURE [redacted]. [redacted] [redacted] INTERNAL [redacted] SEAL LEAKING

(RO) Correction:

Multi-point inspection 23[redacted] INSPECTION (NO CHARGE TO [redacted] CUSTOMERS) Recall / Customer Satisfaction Notification2 [Safety Recall [redacted]- Intake Air Grid Heater Relay ** no remedy available] PERFORM RECALL [redacted] CUTCH FAILURE [redacted]. AVERIFY CUSTOMER COMPLAINT TEST DRIVE TRUCKWILL NOT MOVE IN DRIVE PUT WILL IN REVERSE.CHECK FOR CODES HAS [redacted] GEAR [redacted] [redacted] GEAR RATIO IN 3. PERFORM [redacted] .A. REMOVE DEF TANK, FRONT AND REAR DRIVESHAFTS, TRANSFER CASE AND TRANSMISSION.REMOVE FRONT PUMP AND K 1 CLUCH ASSEMBLY ANDFOUND THAT THE [redacted] [redacted] SNAP RING HASDISLODGED AS DESCRIBE IN TSB. REPLACE [redacted]H KIT PER [redacted] [redacted]A. FILLTRANS FLUID AND PERFORM QUICK LEARNPROCEDURE. TEST DRIVE TRUCK WHEN PUTTING INDRIVE TRUCK HAS [redacted] AND HARD SHIFTINTO DRIVE AND WHILE DRIVING HAS [redacted]. RECHECK FLUID LEVEL IS FULL. CONTACTSTAR CASE NO. [redacted]. WAS ADVISED TOREPLACE THE K 1 [redacted] ASSEMBLY AGAIN DUE TOA SEAL LEAK INTERNALLY TO [redacted] [redacted] [redacted]INPUT SHAFT ASSEMBLY- INSPECT AND REPLACE SUB-ASSEMBLY [redacted] PROPELLER SHAFTEQUIPPED DEF EQUIPPED [redacted] [redacted] PICK-UP ONLY [redacted] EQUIPPED [redacted] [redacted] INTERNAL [redacted] SEAL LEAKINGAFTER REPLACEMENT OF [redacted] ASSEMBLY PERTSB [redacted] REV.A TEST DRIVE TRUCK WHENPUTTING IN DRIVE TRUCK HAS [redacted] ANDHARD SHIFT INTO DRIVE AND WHILE DRIVING HAS [redacted] [redacted]. RECHECK FLUID LEVEL IS FULL.CHECK FOR CODES AND NONE ARE PRESENT AFTERFIRST REPAIR. CONTACT STAR CASE NO.[redacted]. WAS ADVISED TO REPLACE THE [redacted] ASSEMBLY AGAIN DUE TO A SEAL LEAKINTERNALLY TO [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES SERVICE [redacted] LIGHT ON DASH AND VEHICLE CLUN KED WHEN SHIFTING CHECK AND ADVISE]

(Claim) Cause:

[redacted] CUTCH FAILURE [redacted] A

(Claim) Correction:

VERIFY CUSTOMER COMPLAINT TEST DRIVE TRUCK WILL NOT MOVE IN DRIVE PUT WILL IN REVERSE. CHECK FOR CODES HAS [redacted] RATIO, [redacted] GEAR RATIO IN 3 . PERFORM [redacted] A. REMOVE DEF TANK, FRONT AND REAR DRIVE SHAFTS , TRANSFER CASE AND TRANSMISSION. REMOVE FRONT PUMP AND [redacted] CLUCH ASSEMBLY A ND FOUND THAT THE [redacted] SNAP RING HAS DISLODGED AS DESCRIBE IN TSB. REPL ACE [redacted] KIT PER TSB [redacted] 23 REV A. FILL TRANS FLUID AND PERFORM QUIC K LEARN PROCEDURE. TEST DRIVE TRUCK WHEN PUTTING IN DRIVE TRUCK HAS [redacted] AND HARD SHIFT INTO DRIVE AND WHILE DRIVING HAS A [redacted] FLARE. RECH ECK FLUID LEVEL IS FULL. CONTACT STAR CASE NO. [redacted]. WAS ADVISED TO REP LACE THE K 1 [redacted] ASSEMBLY AGAIN DUE TO A SEAL LEAK INTERNALLY TO [redacted].

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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]	71	[redacted]
Address	, ,				

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Failure*** [redacted] ***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:

General Concern #1 CLIENT STATES VEHICLE MAKES NOISE AND WONT MOVE IN GEAR. Makes clunk, only moves in reverse. Recall / Customer Satisfaction Notification 1 Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty Grid Heater Relay Multi-point inspection (according to maintenance interval)

(RO) Cause:

checked and Verified Concern and found Internal Transmission Failure due to [redacted] K2 clutch Snap ring failure . will check with Warranty repair and Guidelines and Order necessary components . SOP PArts Ordered SOP Ordered [redacted] heater Grid relay DURING MULTI POINT INSPECTION FOUND TIRE PRESSURES AT 65 80

(RO) Correction:

Removed transmission as per Service bulletin [redacted] replaced K1 and necessary components as per bulletin and reassembled . Successfully flashed TCM from old part number [redacted] current part number [redacted] ECU is up-to-date. Successfully flashed PCM from old part number [redacted] to current part number [redacted]. Successfully flashed DCU from old part number [redacted] to current part number [redacted] drove and Verified Operation and performance , repairs completed LOP# [redacted] [redacted] [redacted] 0.6 [redacted] 1.2 Installed [redacted] heater grid relay and verified operation and performance SET ALL TIRE PRESSURES TO 65 80

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CLIENT STATES VEHICLE MAKES NOISE AND WONT MOVE IN GEAR. MAKES CLUNK, ONLY MOVES IN REVERSE.]

(Claim) Cause:

CHECKED AND VERIFIED CONCERN AND FOUND INTERNAL TRANSMISSION FAILURE DUE TO [redacted] K2 CLUTCH SNAP RING FAILURE . WILL CHECK WITH WARRANTY REPAIR AND GUIDELINES AND ORDER NECESSARY COMPONENTS . SOP PARTS ORDERED

(Claim) Correction:

REMOVED TRANSMISSION AS PER SERVICE BULLETIN [redacted] REPLACED K1 AND NECES SARY COMPONENTS AS PER BULLETIN AND REASSEMBLED . SUCCESSFULLY FLASHED TCM FR OM OLD PART NUMBE[redacted] TO CURRENT PART NUMBE[redacted] ECU IS UP-TO- DATE. SUCCESSFULLY FLASHED PCM FROM OLD PART NUMBE[redacted] TO CURRENT PAR T NUMBER [redacted]. SUCCESSFULLY FLASHED DCU FROM OLD PART NUMBER 57008770AA TO CURRENT PART NUMBE[redacted]. TEST DROVE AND VERIFIED OPERATION AND PER FORMANCE , REPAIRS COMPLETED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	CAB [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]	**Part**	[redacted]	**Total Paid**	([redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	**Failure** [redacted]	**Failure** [redacted]	**Number**	[redacted] **Name**	**Quantity**	**Failed**	**Expense**	**Expense**
[redacted]		Safety Recall [redacted] Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	(NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	-49.59	([redacted]

RO Narratives

(RO) Customer Concern:

General Concern [redacted] CLIENT STATES VEHICLE MAKES NOISE AND WONT MOVE IN GEAR. Makes clunk, only moves in reverse. Recall / Customer Satisfaction Notification 1 Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty Grid Heater Relay Multi-point inspection (according to maintenance interval)

(RO) Cause:

checked and Verified Concern and found Internal Transmission Failure due to [redacted] K2 clutch Snap ring failure . will check with Warranty repair and Guidelines and Order necessary components . SOP PArts Ordered SOP Ordered [redacted] heater Grid relay DURING MULTI POINT INSPECTION FOUND TIRE PRESSURES AT 65 80

(RO) Correction:

Removed transmission as per Service bulletin [redacted] replaced K1 and necessary components as per bulletin and reassembled . Successfully flashed TCM from old part number [redacted] current part number [redacted] ECU is up-to-date. Successfully flashed PCM from old part number [redacted] to current part number [redacted]. Successfully flashed DCU from old part number [redacted] to current part number [redacted] drove and Verified Operation and performance , repairs completed LOP# [redacted] [redacted] [redacted] [redacted] [redacted] Installed [redacted] heater grid relay and verified operation and performance SET ALL TIRE PRESSURES TO 65 80

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCER[redacted] [CLIENT STATES VEHICLE MAKES NOISE AND WONT MOVE IN GEAR. MAKES CLUNK, ONLY MOVES IN REVERSE.]

(Claim) Cause:

CHECKED AND VERIFIED CONCERN AND FOUND INTERNAL TRANSMISSION FAILURE DUE TO [redacted] K2 CLUTCH SNAP RING FAILURE . WILL CHECK WITH WARRANTY REPAIR AND GUIDELINES AND ORDER NECESSARY COMPONENTS . SOP PARTS ORDERED

(Claim) Correction:

REMOVED TRANSMISSION AS PER SERVICE BULLETIN [redacted] REPLACED K1 AND NECES SARY COMPONENTS AS PER BULLETIN AND REASSEMBLED . SUCCESSFULLY FLASHED TCM FR OM OLD PART NUMBE[redacted] TO CURRENT PART NUMBE[redacted] ECU IS UP-TO- DATE. SUCCESSFULLY FLASHED PCM FROM OLD PART NUMBE[redacted] TO CURRENT PAR T NUMBER [redacted]. SUCCESSFULLY FLASHED DCU FROM OLD PART NUMBER 57008770AA TO CURRENT PART NUMBE[redacted]. TEST DROVE AND VERIFIED OPERATION AND PER FORMANCE , REPAIRS COMPLETED

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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]		[redacted] ***Failure***	***Failure*** [redacted] ***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:

General Concern #1 CLIENT STATES VEHICLE MAKES NOISE AND WONT MOVE IN GEAR. Makes clunk, only moves in reverse. Recall / Customer Satisfaction Notification 1 Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty Grid Heater Relay Multi-point inspection (according to maintenance interval)

(RO) Cause:

checked and Verified Concern and found Internal Transmission Failure due to [redacted] clutch Snap ring failure . will check with Warranty repair and Guidelines and Order necessary components . SOP PArts Ordered SOP Ordered [redacted] heater Grid relay DURING MULTI POINT INSPECTION FOUND TIRE PRESSURES AT 65 80

(RO) Correction:

Removed transmission as per Service bulletin [redacted] replaced K1 and necessary components as per bulletin and reassembled . Successfully flashed TCM from old part number [redacted] current part number [redacted] ECU is up-to-date. Successfully flashed PCM from old part number [redacted] to current part number [redacted]. Successfully flashed DCU from old part number [redacted] to current part number [redacted] drove and Verified Operation and performance , repairs completed LOP# [redacted] [redacted] -60 1.2 Installed [redacted] heater grid relay and verified operation and performance SET ALL TIRE PRESSURES TO 65 80

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CLIENT STATES VEHICLE MAKES NOISE AND WONT MOVE IN GEAR. MAKES CLUNK, ONLY MOVES IN REVERSE.]

(Claim) Cause:

CHECKED AND VERIFIED CONCERN AND FOUND INTERNAL TRANSMISSION FAILURE DUE TO [redacted] K2 CLUTCH SNAP RING FAILURE . WILL CHECK WITH WARRANTY REPAIR AND GUIDELINES AND ORDER NECESSARY COMPONENTS . SOP PARTS ORDERED

(Claim) Correction:

REMOVED TRANSMISSION AS PER SERVICE BULLETIN [redacted] REPLACED K1 AND NECES SARY COMPONENTS AS PER BULLETIN AND REASSEMBLED . SUCCESSFULLY FLASHED TCM FR OM OLD PART NUMBE[redacted] TO CURRENT PART NUMBE[redacted] ECU IS UP-TO- DATE. SUCCESSFULLY FLASHED PCM FROM OLD PART NUMBE[redacted] TO CURRENT PAR T NUMBER [redacted]. SUCCESSFULLY FLASHED DCU FROM OLD PART NUMBER 57008770AA TO CURRENT PART NUMBE[redacted]. TEST DROVE AND VERIFIED OPERATION AND PER FORMANCE , REPAIRS COMPLETED

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			55	$96.91
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		56.30	$96.91
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	1		13.42	$96.91
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1159.13	$96.91
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		9.87	$96.91
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		6.47	$96.91
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		28.90	$96.91
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	GASKET	1		35.30	$96.91
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		7.66	$96.91
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
A	21000169	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	1		39.01	$96.91
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[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]	GREASE	1		56.30	$193.81
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	1		13.42	$193.81

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			[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			68244579AA	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			68085955AA	WASHER	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]	RACE	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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		22.74	[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	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]	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]	
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 [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	SEAL [redacted]	4		45.17	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68244638AA	GASKET	1		35.30	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		7.66	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]			HUB	1		164.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]			RACE	1		39.01	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 CLIENT STATES VEHICLE MAKES NOISE AND WONT MOVE IN GEAR. Makes clunk, only moves in reverse. Recall / Customer Satisfaction Notification 1 Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty Grid Heater Relay Multi-point inspection (according to maintenance interval)

(RO) Cause:

checked and Verified Concern and found Internal Transmission Failure due to [redacted] K2 clutch Snap ring failure . will check with Warranty repair and Guidelines and Order necessary components . SOP PArts Ordered SOP Ordered [redacted] heater Grid relay DURING MULTI POINT INSPECTION FOUND TIRE PRESSURES AT 65 80

(RO) Correction:

Removed transmission as per Service bulletin [redacted] replaced K1 and necessary components as per bulletin and reassembled . Successfully flashed TCM from old part number [redacted] current part number [redacted] ECU is up-to-date. Successfully flashed PCM from old part number [redacted] to current part number [redacted]. Successfully flashed DCU from old part number [redacted] to current part number [redacted] drove and Verified Operation and performance , repairs completed LOP# [redacted] [redacted] 0.6 [redacted] Installed [redacted] heater grid relay and verified operation and performance SET ALL TIRE PRESSURES TO 65 80

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCER[redacted] [CLIENT STATES VEHICLE MAKES NOISE AND WONT MOVE IN GEAR. MAKES CLUNK, ONLY MOVES IN REVERSE.]

(Claim) Cause:

CHECKED AND VERIFIED CONCERN AND FOUND INTERNAL TRANSMISSION FAILURE DUE TO K1 K2 CLUTCH SNAP RING FAILURE . WILL CHECK WITH WARRANTY REPAIR AND GUIDELINES AND ORDER NECESSARY COMPONENTS . SOP PARTS ORDERED

(Claim) Correction:

REMOVED TRANSMISSION AS PER SERVICE BULLETIN [redacted] REPLACED K1 AND NECES SARY COMPONENTS AS PER BULLETIN AND REASSEMBLED . SUCCESSFULLY FLASHED TCM FR OM OLD PART NUMBE[redacted] TO CURRENT PART NUMBE[redacted] ECU IS UP-TO- DATE. SUCCESSFULLY FLASHED PCM FROM OLD PART NUMBE[redacted] TO CURRENT PAR T NUMBER [redacted]. SUCCESSFULLY FLASHED DCU FROM OLD PART NUMBER 57008770AA TO CURRENT PART NUMBE[redacted]. TEST DROVE AND VERIFIED OPERATION AND PER FORMANCE , REPAIRS COMPLETED

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***	LARRY H MILLER CHRYSLER JEEP	***Zone***	[redacted]
Address	13165 N AUTOSHOW AVE , SURPRISE, AZ 85388				

Condition Information

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

RO Narratives

(RO) Customer Concern:

RSU 1 [[redacted] 22MY DJD2DDDP TRUCKS [redacted] CUMMINS NO START **] Recall Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Recall Customer Satisfaction Notification 2 [Safety Recall [redacted]-Tailgate Latch Alignment **] REPLACE FUEL FILTERS (VEHICLES WITHMULTIPLE) GENERAL INSPECTION

(RO) Cause:

F F F REPLACE FUEL FILTERS(VEHICLES WITH MULTIPLE)

(RO) Correction:

[redacted] REMOVED AND REPLACED STARTER NUT [redacted] Starter - Replace Nut, Starter - Replace (1 - Semi-Skilled) [redacted] [redacted] RECALL [redacted] Replace Relay,Intake Air Heater [redacted] [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay ([redacted] Skilled) [redacted] RECALL [redacted] Inspect Tailgate Strikers for Alignment [redacted] [redacted] STICKER PASSES AT THIS TIME Safety Recall [redacted] - Tailgate Latch Alignment - Inspect Inspect Tailgate Strikers for Alignment (0 - Low Skilled) [redacted] REPLACED [redacted] FUEL FILTERS REPLACE FUEL FILTERS (VEHICLES WITH MULTIPLE) GENERAL INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - RAM [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***	LARRY H MILLER CHRYSLER JEEP	***Zone***	[redacted]
Address	13165 N AUTOSHOW AVE , SURPRISE, AZ 85388				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure Code***	***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)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	
[redacted]		Safety Recall [redacted] - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

RSU 1 [[redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START **] Recall Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Recall Customer Satisfaction Notification 2 [Safety Recall [redacted]-Tailgate Latch Alignment **] REPLACE FUEL FILTERS (VEHICLES WITHMULTIPLE) GENERAL INSPECTION

(RO) Cause:

F F F REPLACE FUEL FILTERS(VEHICLES WITH MULTIPLE)

(RO) Correction:

[redacted] REMOVED AND REPLACED STARTER NUT [redacted] Starter - Replace Nut, Starter - Replace (1 - Semi-Skilled) [redacted] [redacted] RECALL [redacted] Replace Relay,Intake Air Heater [redacted] [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] RECALL [redacted] Inspect Tailgate Strikers for Alignment [redacted] [redacted] STICKER PASSES AT THIS TIME Safety Recall [redacted] - Tailgate Latch Alignment - Inspect Inspect Tailgate Strikers for Alignment (0 - Low Skilled) [redacted] REPLACED [redacted] FUEL FILTERS REPLACE FUEL FILTERS (VEHICLES WITH MULTIPLE) GENERAL INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**		**Zone**	63 [redacted]
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	6		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	2		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		27.57	$1,140.11
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	2		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	6		[redacted]	

		[redacted]C ; [redacted] equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	2		[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]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	2		[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]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] [redacted] [redacted] DJ D2 PCM SOFTWARE UPDATE **] Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] Indicator/Warning Lights - Check engine light on Multi-point inspection (according to maintenance interval)

(RO) Cause:

. .

(RO) Correction:

[redacted] rsu [redacted] performed rsu FLASH [redacted]4 put on list Recall / Customer Satisfaction Notification2 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] RECALL [redacted] not move codep [redacted] .2 [redacted] snap ring came off putingmaterial throu out tran recondition transcomplete clean inside trans reploace allnessisary parts RECONDITION REPLACE TRANSMISISON REPLACE TRANSMISSION TRANSISSION Multi-point inspection (according to maintenanceinterval) [redacted] INSPECTION

(RO) Technical Notes:

CHECK ENGINE LIGHT IS ON

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON [redacted]

(Claim) Cause:

PCM NEEDS UPDATE[redacted]

(Claim) Correction:

SNAP RING CAME OFF PUTTING MATERIAL THROUGH OUT TRAN RECONDITION TRANS COMPLET UPDATED PCM TO CORRECT CONCERN E CLEAN INSIDE TRANS, REPLACED ALL NESSESARY PARTS

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	KIMBERLY CAR CITY	[redacted]	[redacted]
Address	625 W KIMBERLY RD , DAVENPORT, IA 52806				

Condition Information

Condition [redacted]		Failure	Failure	[redacted]	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1027.60	$98.41
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		36.54	$98.41
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]2.18	$98.41
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		28.91	$98.41
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	1		36.54	$196.81
[redacted]	Transmission, Remove and install for recondition [redacted]C ; [redacted] equipped			[redacted]	[redacted]			[redacted]2.18	$196.81
[redacted]	Transmission, Remove and install for recondition [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		28.91	$196.81
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	7		83.30	$196.81
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1027.60	[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]	[redacted]				
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		28.91	[redacted]

		[redacted] C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID [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]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	
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]	FLUID [redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PARTS WARRANTY THIS RO FOR FAULTY CLUTCH KIT

(Claim) Cause:

[redacted] INTERNAL CLUTCH SEAL LEAKING

(Claim) Correction:

[redacted] INTERNAL CLUTCH SEAL LEAKING AFTER REPLACEMENT OF [redacted] ASSEMBL Y PER TSB [redacted] REV.A TEST DRIVE TRUCK WHEN PUTTING IN DRIVE TRUCK HAS [redacted] AND HARD [redacted] INTO DRIVE AND WHILE DRIVING HAS A [redacted] FLA RE. RECHECK FLUID LEVEL IS FULL. CHECK FOR CODES AND NONE ARE PRESENT AFTER F IRST REPAIR. CONTACT STAR CASE NO. [redacted]. WAS ADVISED TO REPLACE THE [redacted] ASSEMBLY AGAIN DUE TO A SEAL LEAK INTERNALLY TO CLUTCH. REMOVED VALVE BODY AND PERFORM A AIR CHECK CLUTCH TEST FOR [redacted] AT TEST PORT 4. CAN HE AR HISSING SOUND FROM [redacted]. REMOVE DEF TANK, FRONT DRIVESHAFT, [redacted] R EAR

DRIVE SHAFT AND TRANSMISSION. REMOVE K1 CLUTCH ASSEMBLY K2 CLUTCH AND FRO NT PUMP. REPLACED K1 CLUTCH ASSEMBLY AND K2 CLUTCH SEALS PER CONVERSATION WI TH STAR. MEASURE END PLAY AT [redacted] SPEC IS [redacted]. INSTALLED TRANSMISSION AND REMOVED PARTS. FILL FLUID AND PERFORMED QUICK LEARN PROCEDURE. TEST DRIVE 7 MILE AND SHIFTING AS DESIGNED. OUT MILES [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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	3888 EAST THOUSAND OAKS , THOUSAND OAKS, CA 91362				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Complete O pen Recall 1) Customer States truck will not move in any gear but reverse has several lights on dash (AUTOMATIC TRANSMISSION CONCERN) (Multi-point inspection according to maintenance interval) You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline.

(RO) Cause:

REMOVED TRANS FOR DIAG DISSASEMBLY STAR CASE HAS BEEN CREATED STAR REQUESTED AIRCHECK OF K1 CLUTCH PACK DRAINED TRANSMISSION REMOVED PAN, FILTER, VALVE BODY. CHECKED CLUTCH ACTUATIONS WITH AIR PER STAR REQUEST COURTESY INSPECTION

(RO) Correction:

Replace Relay, Intake Air Heater [redacted] AFTER REMOVING TRANS [redacted] TO CHECK CLEARENCES CLUTCH PACK AND AIR CHECK ASSEMBLY ALONG WITH [redacted] REQUESTE FROM STAR AGENT TRANSMISSION WAS FINALLY REPLACED SEE LINE [redacted] PERFORMED MULTI [redacted] INSPECTION. SEE INSPECTION FORM FOR ITEMS NEEDING ATTENTION SEE SERVICE ADVISOR FOR FURTHER DETAILS COMPLETED TIRE PRESSURE INSPECTION AND REPORTED PSI, SET TIRE PRESSURE TO WHAT IS STATED ON THE DRIVER'S DOOR PLACARD

(RO) Technical Notes:

PER STAR REPLACED

GCS Narratives

(Claim) Customer Concern:

WILL NOT MOVE

(Claim) Cause:

[redacted] PACK

(Claim) Correction:

INSPECTED AND OPENED STAR CASE. PER STAR CASE PERFORMED AIRCHECK OF [redacted] PACK. DRAINED TRANS, REMOVED PAN, FILTER AND VALVE BODY. CHECKED CLUTCH ACT UATIONS WITH AIR. FAILED REPLACE [redacted] PACK. REMOVED TRANS FOR REPAIR, REPLACED CLUTCH PACK AND REINSTALLED TRANS

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	71	[redacted]
Address	3888 EAST THOUSAND OAKS , THOUSAND OAKS, CA 91362				

Condition Information

Condition [redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	CLUTCHKIT	1	X	1396.88	$168.96
[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	[redacted]			27.40	$168.96
[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	[redacted]	4		[redacted]	
[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	FLUID AFT	9		145.59	$168.96
[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	FLUID AFT	[redacted]			
[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	O-RING	1		34.83	$168.96
[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	GASKET	1		42.53	$168.96
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	[redacted]	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	FLUID AFT	9		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	FLUID AFT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	CLUTCHKIT	1	X	1396.88	$37.55
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	4		31.59	$37.55
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	9		145.59	$37.55
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	[redacted]			$37.55
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	O-RING	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Package, clutch assembly ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLUTCHKIT	1	X	1396.88	[redacted]
A	[redacted]	Package, clutch assembly ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Package, clutch assembly ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Package, clutch assembly ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		145.59	[redacted]
A	[redacted]	Package, clutch assembly ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	4		64.71	[redacted]
A	[redacted]	Package, clutch assembly ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Package, clutch assembly ; All others	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		42.53	[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Complete O pen Recall 1) Customer States truck will not move in any gear but reverse has [redacted] on dash (AUTOMATIC TRANSMISSION CONCERN) (Multi-point inspection according to maintenance interval) You

consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline.

(RO) Cause:

REMOVED TRANS FOR DIAG DISSASEMBLY STAR CASE HAS BEEN CREATED STAR REQUESTED AIRCHECK OF [redacted] CLUTCH PACK DRAINED TRANSMISSION REMOVED PAN, FILTER, VALVE BODY. CHECKED CLUTCH ACTUATIONS WITH AIR PER STAR REQUEST COURTESY INSPECTION

(RO) Correction:

Replace Relay, Intake Air Heater [redacted] AFTER REMOVING TRANS [redacted] TO CHECK CLEARENCES CLUTCH PACK AND AIR CHECK ASSEMBLY ALONG WITH [redacted] REQUESTE FROM STAR AGENT TRANSMISSION WAS FINALLY REPLACED SEE LINE [redacted] PERFORMED [redacted] INSPECTION. SEE INSPECTION FORM FOR ITEMS NEEDING ATTENTION SEE SERVICE ADVISOR FOR FURTHER DETAILS COMPLETED TIRE PRESSURE INSPECTION AND REPORTED PSI, SET TIRE PRESSURE TO WHAT IS STATED ON THE DRIVER'S DOOR PLACARD

(RO) Technical Notes:

PER STAR REPLACED

GCS Narratives

(Claim) Customer Concern:

WILL NOT MOVE

(Claim) Cause:

K1 CLUTCH PACK

(Claim) Correction:

INSPECTED AND OPENED STAR CASE. PER STAR CASE PERFORMED AIRCHECK OF K1 CLUTCH PACK. DRAINED TRANS, REMOVED PAN, FILTER AND VALVE BODY. CHECKED CLUTCH ACT UATIONS WITH AIR. FAILED REPLACE [redacted] CLUTCH PACK. REMOVED TRANS FOR REPAIR, REPLACED CLUTCH PACK AND REINSTALLED TRANS

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	71	[redacted]	
Address	3888 EAST THOUSAND OAKS , THOUSAND OAKS, CA 91362						

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]
A	[redacted]	Special handling			[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]	Special handling			[redacted]	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MULTI POINT INSPECTION. AS PER C.A.R.B. REQUIREMENT, CHECK AND REPORT TIRE PRESSURE ON ALL TIRES ON THIS VEHICLE. You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline. WHILE DRI[redacted]G TRUCK AFTER REPAIR ON [redacted] TECH FOUND TRA SMISSION GRINDS GOING FROM [redacted] TO [redacted]. PER STAR CASE [redacted] REPLACE TRANSMISSION.

(RO) Cause:

COURTESY INSPECTION STAR CASE REQUESTED TRANS REPLACEMENT

(RO) Correction:

PERFORMED MULTI POINT INSPECTION. SEE INSPECTION FORM FOR ITEMS NEEDING ATTENTION SEE SERVICE ADVISOR FOR FURTHER DETAILS COMPLETED TIRE PRESSURE INSPECTION AND REPORTED PSI, SET TIRE PRESSURE TO WHAT IS STATED ON THE DRIVER'S DOOR PLACARD REPLACED TRANSMISSION PER STAR CAS[redacted] TEST DROVE 45 [redacted]

(RO) Technical Notes:

PER STAR REPLACE TRANSMISSION

[redacted] Narratives

(Claim) Customer Concern:

TRANS GRINDING FROM [redacted] TO [redacted]

(Claim) Cause:

PER STAR CASE REPLACE TRANS

(Claim) Correction:

AFTER PERFORMING REPAIRS ON PREVIOUS RP, REOPENED STAR CASE AND REPLACED TRA NSMISSION AS PER STAR AGENT.

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] COMPANY INC	**Zone**	[redacted]
Address	3707 NORRISVILLE ROAD , JARRETTSVILLE, MD 21084				

Condition Information

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

RO Narratives

(RO) Customer Concern:

[redacted] [redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START **] [redacted] [redacted] DDDPD2 AISIN TRANSMISSION [redacted] INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **]

(RO) Cause:

NA

(RO) Correction:

PERFORMED RR[redacted].2 [redacted] NOT PERFORMED [redacted] PERFORMED RECALL [redacted] [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RAPID RESPONSE

(Claim) Cause:

RAPID RESPONSE

(Claim) Correction:

RAPID RESPONSE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - 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] COMPANY INC	***Zone***	[redacted]
Address	3707 NORRISVILLE ROAD , JARRETTSVILLE, MD 21084				

Condition Information

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

RO Narratives

(RO) Customer Concern:

[redacted] [[redacted] 22MY DJD2DDDP TRUCKS [redacted] CUMMINS NO START **] [redacted] 1 [[redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **]

(RO) Cause:

NA

(RO) Correction:

PERFORMED RRT 0875019B .2 [redacted] EXTERIOR GROUP NOT PERFORMED [redacted] EXTERIOR GROUP PERFORMED RECALL [redacted] [redacted] EXTERIOR GROUP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RAPID RESPONSE

(Claim) Cause:

RAPID RESPONSE

(Claim) Correction:

RAPID RESPONSE

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	***Name***	[redacted]	[redacted]
Address	3152 VIRGINIA BEACH BLVD , VIRGINIA BEACH, VA 23452		

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	56.00	$31.37 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(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**	D28L91 - 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**	[redacted]
Address	, ,		

Condition Information

Condition Code	[redacted]	[redacted] Desc	[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	55.10	$20.22 [redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Relay

(RO) Cause:

NA

(RO) Correction:

REPLACED AIR INTAKE GRID HEATER RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]		Year	[redacted]	Body	[redacted] - 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	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]	NEW YORK
Address	1952 ROUTE 6 , CARMEL, NY 10512				

Condition Information

Condition			Failure	Failure	Number	Part Name	Part Quantity	Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	[redacted]			[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	BOLT	4		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	CLUTCHKIT	1	X	1462.94	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLIP	2		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEALER	1		[redacted]	[redacted]
[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:

TOW IN - DIED WHIL DRIVING M u l t i P o i n t I n s p e c t i o n

(RO) Cause:

NA

(RO) Correction:

[redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-Ass

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW IN DIED WHILE DRIVING

(Claim) Cause:

CUSTOMER STATES VEHICLE DIED WHILE DRIVE AND NOW WONT MOVE FORWARD. CONFIRMED COMPLAINT. PUSHED VEHICLE INTO SHOP AND SCANNED VEHICLE. [redacted] INCORRECT RATIO AND [redacted] GEAR [redacted] INCORRECT RATIO. SEARCHED CODES AND FOUND SERVICE BULLETIN TSB:[redacted] REV. A TO INSPECT K1 CLUTCH ASSEMB LY FOR SNAP RING DISLODGED. REMOVED TRANSMISSION TO INSPECT K1 CLUTCH. VEHIC LE IS UPFITTED WITH FLATBED AND PTO. HAD TO REMOVE PTO ASSEMBLY AND HOSES TO GET TRANSMISSION ASSEMBLY OUT. AFTER REMOVING ACCESSORIES, REMOVED K1 AND F OUND SNAP RING DID BECOME DISLODGED.

(Claim) Correction:

ORDERED PARTS AS PER TSB GUIDELINES. INSTALLED NEW CLUTCH HUB ASSEMBLY, GASKET S AND [redacted] USE HARDWARE. REINSTALLED TRANSMISSION AND PTO ASSEMBLY WITH HO SES. FILLED WITH FLUID, CLEARED CODES AND TEST DROVE. VEHICLE OPERATING AS D ESIGNED.

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**	TOMBALL DODGE INC	[redacted]	[redacted]
Address	23777 SH 249 , TOMBALL, TX 77375				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only	ML	CHECK [redacted] SERVICE SO					[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay] Replace [redacted] fuel filters Engine Performance Concern (Diesel)[Customer states check engine lighton, diag and advise.] Mopar Express lane inspection

(RO) Cause:

E CEL ON- [redacted] E - [redacted]

(RO) Correction:

[redacted] RECALL [redacted] SPECIAL ORDER [redacted] FUEL FILTERS [redacted] REPLACED MISC [redacted] ENG LIGHT [redacted] [redacted] CODE FORFREQUENT REGENERATION, HOWEVER FUEL FILTERSNEED TO BE CHANGED, AFTER FUEL FILTERS, RANMANUAL REGEN, TEST DROVE 10 [redacted], LET SOAKAND RESET, TEST DROVE AGAIN ANOTHE[redacted] NO LIGHTS, NO DTCS. Engine Performance Concern (Diesel) [Customer states check engine light on, diag andadvise.] DRIVABILITY DIESEL DRIVABILITY DRIVABILITY [redacted] MULTI [redacted] Mopar Express lane inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted] E LIGHT ON, DIAG AND ADVISE.

(Claim) Cause:

CEL ON- [redacted] E - [redacted]

(Claim) Correction:

FOUND CODE FOR FREQUENT REGENERATION, HOWEVER FUEL FILTERS NEED TO BE CHANGED, AFTER FUEL FILTERS, RAN MANUAL REGEN, TEST DROVE [redacted], LET SOAK AND RES ET, TEST DROVE AGAIN ANOTHE[redacted], NO LIGHTS, NO DTCS.

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	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	43.96	$29.12 [redacted]

RO Narratives

(RO) Customer Concern:

RECALL CAMPAIG[redacted] RAM HEAVY DUTY GRID HEATER RELAY STEERING COLOUM IS MAKING NOISE

(RO) Cause:

F F

(RO) Correction:

[redacted] Completed recall [redacted], replacedgrid heater relay Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) completed. replaced steering column perstar request due to noise when turningsteering wheel back and forth. verified noisebefore hand. replaced steering column, andverified noise is no longer present. setalignment Module, steering column control - Test and Replace [redacted], includes turn signal switch, clockspring, steering angle sensor where applicable (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL CAMPAIGN [redacted] RAM HEAVY DUTY GRID HEATER RELAY

(Claim) Cause:

F

(Claim) Correction:

Completed recall [redacted], replaced grid heater relay

Warranty Claim Report

Vehicle Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Column assembly, steering ; All others	[redacted]	BINDS [redacted], OR SEIZED	[redacted]	COLUMN	1	X	7[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL CAMPAIG[redacted] [redacted] RAM HEAVY DUTY GRID HEATER RELAY STEERING COLOUM IS MAKING NOISE

(RO) Cause:

F F

(RO) Correction:

[redacted] Completed recall [redacted], replacedgrid heater relay Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) completed. replaced steering column perstar request due to noise when turningsteering wheel back and forth. verified noisebefore hand. replaced steering column, andverified noise is no longer present. setalignment Module, steering column control - Test and Replace [redacted], includes turn signal switch, clockspring, steering angle sensor where applicable (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STEERING COLOUM IS MAKING NOISE

(Claim) Cause:

NOISE WHEN TURNINGSTEERING WHEEL BACK AND FORTH.

(Claim) Correction:

COMPLETED. REPLACED STEERING COLUMN PER STAR REQUEST DUE TO NOISE WHEN TURNING STEERING WHEEL BACK AND FORTH. VERIFIED NOISE BEFORE HAND. REPLACED STEERING COLUMN, AND VERIFIED NOISE IS NO LONGER

PRESENT. SET ALIGNMENT

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	[redacted]	**Part**	[redacted]	**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
A	[redacted]0 Wheel, steering and steering wheel covers	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES THAT THE TRUCK IS PULLING TO THE RIGHT PLEASE CHECK AND ADVISE CUSTOMER REQUEST A CROSS TIRE ROTATION

(RO) Cause:

STEERING WHEEL OFF CENTER

(RO) Correction:

COMPLETED MULTI POINT INSPECTION. TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL) ADJUSTED STEERING WHEEL TO CENTER AND ROAD TESTED VEHICLE TO VERIFY CUSTOMER CONCERN HAD BEEN RESOLVED. PERFORMED CROSS ROTATION

(RO) Technical Notes:

ADJUSTED STEERING WHEEL TO CENTER STEERING WHEEL OFF CENTER

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE TRUCK IS PULLING TO THE RIGHT PLEASE CHECK AND ADVIS E

(Claim) Cause:

STEERING WHEEL OFF CENTER

(Claim) Correction:

ADJUSTED STEERING WHEEL TO CENTER AND ROAD TESTED VEHICLE TO VERIFY CUSTOMER CONCERN HAD BEEN RESOLVED.

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	, ,		

Condition Information

Condition			Failure	Failure			Name	Quantity	Failed	Expense	Expense
[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]		HUB	1		403.26	[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]		GREASE	1		70.13	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68637534AA		CLUTCHKIT	1	X	1443.85	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68456960AA		HUB	1		[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	3		203.30	[redacted]
[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 ; Skid plate equipped			[redacted]		HUB	1		403.26	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]		[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]		1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
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]	[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	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		32.65	[redacted]
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]	BOLT	6		28.33	[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]	GREASE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68637534AA	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer States loss of power in when in drive, sometimes will have to shift to drive multiple times in order to go, please check and advise] General Concern #2 [Customer States vehicle is jerking heavily when shifting into reverse, please check and advise] PERFORM MULTIPOINT INSPECTION check for any open recalls and RRT's

(RO) Cause:

Courtesy

(RO) Correction:

see line 2 rr trans inspected and verified will need hub and clutch replacement as per tsb, rr trans, and replaced clutch kit, related bolts , grease packet, trans fluid ,hub, test drove to verify operation COMPLETED MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

LOSS OF POWER WHEN IN DRIVE, SOMETIMES WILL HAVE TO SHIFT TO DRIVE [redacted] IN ORDER TO MOVE

(Claim) Cause:

VERIFIED CONCERN, [redacted] APPLIES, INSPECTED AND VERIFIED WILL NEED SUBFRA ME ASSEMLY

(Claim) Correction:

SPECIAL ORDERED AND REPLACED SUB FRAME ASSEMBLY, RELATED BOLTS, GREASE [redacted], CL UTCH KIT, AND FLUID, TEST DROVE TO VERIFY OPERATION

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] JEEP OF [redacted]
Address	6801 COMMERCE ST , [redacted] , VA 22150		

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES VEHICLE IN REGEN MODE CONSTANTLY THE CHECK E NINGE LIGHT IS ON AND IT HAS NO POWER (Engine Mechanical Con cern) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) Customer States the abs light comes on when you hit the rumb le strips (Brake Systems Concern)

(RO) Cause:

TECH FOUND COD[redacted] AIR LEAK BETWEEN MAF THROTTLE BODY, [redacted] [redacted] FLOW INSUFICIENT DETECTED[redacted] DPF AS ACCUMULATION INSPECT DPF AND FOUND IT CLOGGED INTERNAL FAILURE

(RO) Correction:

COMPLETED A MULTIPOINT INSPECTION REPLACED DIESEL PARTICULATE FILTER. REPAIR COMPLETED SPCIAL ORDER PARTS PER STAR CASE, NORMAL CONDITION WHEN TOWING A TRAILER, NO RECOMMENDED REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IN REGEN MODE CONSTANTLY THE CHECK E NINGE LIGHT IS O N AND IT HAS NO POWER

(Claim) Cause:

TECH FOUND COD [redacted] AIR LEAK BETWEEN MAF [redacted] BODY, [redacted] EGR FLOW INSU FICIENT DETECTED [redacted] DPF AS ACCUMULATION INSPECT DPF AND FOUND IT CLOGGED INTERNAL FAILURE

(Claim) Correction:

REPLACED DIESEL PARTICULATE FILTER. REPAIR COMPLETED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L94 - RAM 5500 [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]
Address	460 CONNECTICUT BLVD , EAST HARTFORD, CT 06108		

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:

CUSTOMER REPORTS THE CHECK ENGINE WARNING MESSAGE/ICON IS ILLUMINATEDON THE INSTRUMENT PANEL CLUSTER ALSO ASSOCIATED WITH TRANSMISSION DROPPING OUT OF GEAR. PLEASE CHECK AND REPORT. PLEASE PERFORM MANUFACTURERS RECALLNUMBE[redacted] RAM HEAVY DUTYGRID HEATER RELAY PLEASE PERFORM MANUFACTURERS RECALLNUMBE[redacted] DJ/D2/DD/DP [redacted] EXHAUST Recall / Customer Satisfaction Notification 2 [[redacted] DJ/D2/DD/DP 6.7L Diesel Exhaust Fluid Free]

(RO) Cause:

K1 CLUTCH ASSEMBLY BECAME LOOSE DUE TO FAILED SNAP RING MANUFACTURERS RECALL MANUFACTURERS RECALL

(RO) Correction:

[redacted] Confirmed customer concern CEL is onand has active code [redacted] incorrectshift ratio. Technician found tsb [redacted]. A and found the K1 clutch assembly hadcome loose and was burnt up from a snap ringthat did not hold. Technician completed tsband test drove vehicle [redacted] andconfirmed vehicle operates as designed to atthis time. Inspect and Replace Sub-Assembly [redacted]-0A-91 [redacted] 4x4 Equipped [redacted]-0A-60 [redacted] PropellerShaft Equipped [redacted]0A-62 [redacted] skidplate equipped [redacted]- [redacted] [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] [redacted] equipped Transmission, Remove and install for recondition - [redacted] Skid plate equipped Transmission, Remove and install for recondition - [redacted] [redacted] propeller shaft equipped [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) [redacted] Inspect and update DCU softwarelevel [redacted] [redacted] MANUFACTURERS RECALL DCU SOFTWARE UPDATE SEE LINE C

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS THE CHECK ENGINE WARNING MESSAGE/ICON IS ILLUMINATED ON THE INSTRUMENT PANEL CLUSTER ALSO ASSOCIATED WITH TRANSMISSION DROPPING OUT OF [redacted]. PLEASE CHECK AND REPORT.

(Claim) Cause:

K1 CLUTCH ASSEMBLY BECAME LOOSE DUE TO FAILED SNAP RING[redacted].

(Claim) Correction:

CONFIRMED CUSTOMER CONCERN CEL IS ON AND HAS ACTIVE CODE [redacted] 1 INCORREC T SHIFT RATIO. TECHNICIAN FOUN[redacted] REV. [redacted] FOUND THE K1 CLUTCH ASSEMBLY HAD COME LOOSE AND WAS BURNT UP FROM A SNAP RING THAT DID NOT HOLD . TECHNICIAN COMPLETED TSB AND TEST DROVE VEHICLE [redacted] AND CONFIRMED VEHICLE OPERATES AS DESIGNED TO 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	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***	51 [redacted]
Address	4550-4560 W LINCOLN HWY , MATTESON, IL 60443				

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Safety Recall [redacted] - Powertrain Control Module ; Replace Powertrain Control Module (PCM) Includes Software Reprogram (Aisin Transmission Equipped)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	MODULE	[redacted]		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	MODULE	[redacted]		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Powertrain Control Module **] Additional Concern 1 [Customer States check engine light came on] Additional Concern 1 [Customer States felt like something hit him from behind and would barely move forward] Multi-point inspection (according to maintenance interval) CUSTOMER STATES: FRONT DIFF FLUID LEAK

(RO) Cause:

recall [redacted] verified engine light on vehicle wont move verified front diff leak

(RO) Correction:

[redacted] recall [redacted] removed and replaced pcmprogrammed to vehicle Safety Recall [redacted] - Powertrain Control Module- Replace Replace Powertrain Control Module(PCM) Includes Software Reprogram (Aisin Transmission Equipped) (2- Skilled) STATE LABOR ALLOWANCE STATE LABOR ALLOWANCE SEE BELOW PLEASE PUT CUSTOMER [redacted] ON MIRRO [redacted] verified engine light on vehicle wontmove found codes in pcm for [redacted] [redacted] fluid full badly burnt removed def tankskid plat removed transfer case and 2 piecedrive shaft and trans from vehicle completelydis assembled trans found k1 clutch assemblysnap ring split welded cltches and steelstogether cooler and line set filled withmetal valve body filled with metal replacedk1 clutch assembly hub and sun gear replacedthrust washers resealed front pump, cleanmetal out of transmission components notreplaced, remove transmission pan andinstalled new valve body, filled with metalshavings, installed wiring harness, opencircuit, replace transmission filter, full ofmetal, and new trans pan gasket replacedcooler and line set and bypass valveinstalled trans transfer case def tank [redacted] drive shaft installed skid platerefilled trans flashed pcm and tcm ran quicklearn on trans road tested vehicle trans nowshifting threw all forward and reverse gearscorrectly Transmission, Remove and install for recondition -AS68RC/AS69RC Remove and install for recondition (3 - Highly Skilled) Transmission, Remove and install for recondition -[redacted] equipped Transmission, Remove and install for recondition - AS68RC/AS69RC Skid pl

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ADDITIONAL CONCERN 1 [CUSTOMER STATES FELT LIKE SOMETHING HIT HIM FROM BEHIND CUSTOMER STATES: FRONT DIFF FLUID LEAK AND WOULD BARELY MOVE FORWARD]

(Claim) Cause:

RIGHT AXLE SEAL FAILED INTERNAL FAILURE

(Claim) Correction:

FOUND RIGHT FRONT AXLE SEAL LEAKING OUT OF AXLE TUBE, SEAL FAILED AND LEAKED F FOUND CODES IN PCM FOR [redacted] [redacted] FLUID FULL BADLY BURNT REMOVED DEF TA LUID, REMOVED LEFT AND RIGHT AXLES AND HUBS REMOVED DIFF COVER RING GEAR SET REMOVED AND REPLACED RIGHT SIDE AXLE SEAL INSTALLED RING GEAR RESEALED COVER NK SKID PLAT REMOVED TRANSFER CASE AND [redacted] DRIVE SHAFT AND TRANS FROM RE INSTALLED AXLES AND HUBS REFILLED FRONT DIFF TO SPEC VEHICLE COMPLETELY DIS ASSEMBLED TRANS FOUND K1 CLUTCH ASSEMBLY SNAP RING SP LIT WELDED CLTCHES AND STEELS TOGETHER COOLER AND LINE SET FILLED WITH METAL VALVE BODY FILLED WITH METAL REPLACED [redacted] CLUTCH ASSEMBLY HUB AND SUN GEAR REPLACED THRUST WASHERS RESEALED FRONT PUMP, CLEAN METAL OUT OF TRANSMISSIO N COMPONENTS NOT REPLACED, REMOVE TRANSMISSION PAN AND INSTALLED NEW VALVE B ODY, FILLED WITH METAL SHAVINGS, INSTALLED WIRING HARNESS, OPEN CIRCUIT, R EPLACE TRANSMISSION FILTER, FULL OF METAL, AND NEW TRANS PAN GASKET REPLACED COOLER AND LINE SET AND BYPASS VALVE INSTALLED TRANS TRANSFER CASE DEF TANK [redacted] DRIVE SHAFT INSTALLED SKID PLATE REFILLED TRANS FLASHED PCM AND T CM RAN QUICK LEARN ON TRANS ROAD TESTED VEHICLE TRANS NOW SHIFTING THREW ALL FORWARD AND REVERSE GEARS CORRECTLY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L94 - RAM 5500	[redacted]	CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage Code**	[redacted]	

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
[redacted]	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]	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]	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	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	5		[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 ; 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]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	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]	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]	GREASE	1		[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]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	4		33.61	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

CUSTOMER REPORTS THE CHECK ENGINE WARNING MESSAGE/ICON IS ILLUMINATEDON THE INSTRUMENT PANEL CLUSTER ALSO ASSOCIATED WITH TRANSMISSION DROPPING OUT OF GEAR. PLEASE CHECK AND REPORT. PLEASE PERFORM MANUFACTURERS RECALLNUMBE[redacted] RAM HEAVY DUTYGRID HEATER RELAY PLEASE PERFORM MANUFACTURERS RECALLNUMBE[redacted] DJ/D2/DD/DP 6.7LDIESEL EXHAUST Recall / Customer Satisfaction Notification 2 [[redacted] DJ/D2/DD/DP 6.7L Diesel Exhaust Fluid Free]

(RO) Cause:

K1 CLUTCH ASSEMBLY BECAME LOOSE DUE TO FAILED SNAP RING MANUFACTURERS RECALL MANUFACTURERS RECALL

(RO) Correction:

[redacted] Confirmed customer concern [redacted] is onand has active code [redacted] gear 1 incorrectshift ratio. Technician found tsb [redacted] A and found the K1 clutch assembly hadcome loose and was burnt up from a snap ringthat did not hold. Technician completed tsband test drove vehicle [redacted] andconfirmed vehicle operates as designed to atthis time. Inspect and Replace Sub-Assembly21-00-0A-91 [redacted] 4x4 Equipped21-00-0A-60 [redacted] PropellerShaft Equipped 21-00-0A-62 [redacted] skidplate equipped 21-00-0A-[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 Transmission, Remove and install for recondition -[redacted] Skid plate equipped Transmission, Remove and install for recondition -[redacted] propeller shaft equipped [redacted] Replace Relay, Intake Air Heater08-13[redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] Inspect and update [redacted] softwarelevel [redacted] MANUFACTURERS RECALL [redacted] SOFTWARE UPDATE SEE LINE C

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS THE CHECK ENGINE WARNING MESSAGE/ICON IS ILLUMINATED ON THE INSTRUMENT PANEL CLUSTER ALSO ASSOCIATED WITH TRANSMISSION DROPPING OUT OF GE AR. PLEASE CHECK AND REPORT.

(Claim) Cause:

K1 CLUTCH ASSEMBLY BECAME LOOSE DUE TO FAILED SNAP RING[redacted].

(Claim) Correction:

CONFIRME[redacted]STOMER CONCER[redacted]L IS ON AND HAS ACTIVE CODE [redacted] GEAR 1 INCORREC T SHIFT RATIO. TECHNICIAN FOUN[redacted] A AND FOUND THE [redacted] CLUTCH ASSEMBLY HAD COME LOOSE AND WAS BURNT UP FROM A SNAP RING THAT DID NOT HOLD . TECHNICIAN COMPLETED [redacted] AND TEST DROVE VEHICLE [redacted] AND CONFIRMED VEHICLE OPERATES AS DESIGNED TO AT THIS TIME.

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]	**Zone**	35 [redacted]
Address	899 SOUTH DELSEA DR , VINELAND, NJ 08360				

Condition Information

Condition [redacted]		Failure	Failure	[redacted]	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		66.52	$80.68
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	CLUTCHKIT	1	X	1369.57	$80.68
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]94.05	$80.68
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		382.51	$80.68
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		39.93	$80.68
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	BOLT	1		7.74	$80.68
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		142.74	$80.68
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BOLT	6		26.87	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	GREASE	1		66.52	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	1369.57	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]			[redacted]94.05	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		[redacted]	

		[redacted]C ; Remove and install for recondition								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	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]	BOLT	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	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BOLT	6		[redacted]	
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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	RACE	1		37.88	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BEARING	1		40.68	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	FLUID AFT	9		142.74	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[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]	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			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			682538[redacted]B	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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	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	3		[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 Safety Recall [redacted] - Intake Air Grid Heater Relay ** General Concern #1 Customer states vehicle lost all forward gears

(RO) Cause:

ordered parts for recall INTERNAL FAILURE OF K1 CLUTCH SNAP RING

(RO) Correction:

Parts still on back order. REPLACED K1 CLUTCH ASSEMBLY, AND ALL NECESSARY COMPONENTS. RESET FLUID LEVEL TO SPEC

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

VEHICLE LOST ALL FORWARD GEARS.

(Claim) Cause:

FOUND [redacted]A FOR CUSTOMER CONCERN. REMOVED TRANSMISSION, DISASSEM BLED, AND FOUND K1 CLUTCH SNAP RING HAD BECOME DISLODGED CAUSING INTERNAL TR ANMISSION FAILURE.

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY AND ALL RELATED PARTS. TEST DROVE VEHICLE. VEHICLE IS NOW OPERATING AS DESIGNED.

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**	[redacted]	**Zone**	[redacted]
Address	4550-4560 W LINCOLN HWY , MATTESON, IL 60443				

Condition Information

Condition	[redacted]		Failure	Failure	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	TUBE	1		110.97	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	TUBE	1		150.64	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	TOC ASSY	1		165.56	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	COOLER	1		268.83	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]				[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]				[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	HUB	1		170.48	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	BODY ASSY	1		2335.86	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	WASHER	1		7.95	[redacted]

A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	HUB	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	RACE	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	SEALER	1		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Module, [redacted] ; Module, Transmission [redacted] - Reprogram, Includes [redacted]			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	COOLER	1		[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]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1203.17	$88.12
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEALER	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	4		27.21	$484.64
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]	HUB	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BODY ASSY	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]	WASHER	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]C ; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	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]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEALER	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	3		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68359847AC	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	COOLER	1		[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			06506497AA	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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68445748AA	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	[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]	GASKET	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			68019782AA	SEAL RING	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			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	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			68253770AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[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	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 ; Skid plate equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	TOC ASSY	1		[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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68456960AA	HUB	1		[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]	CLUTCHKIT	1	X	[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-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]	SNAP 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]	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]	RACE	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]	SEALER	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 ; [redacted] propeller shaft equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	TUBE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	COOLER	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		27.21	$29.37
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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BODY ASSY	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			68085955AA	WASHER	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]	O-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			68269568AB	SNAP 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]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	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]	SEALER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	TUBE	1		110.97	[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]	TUBE	1		150.64	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	TOC ASSY	1		165.56	[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]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
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		27.21	[redacted]
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]	BODY ASSY	1		[redacted]	[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]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		7.95	[redacted]
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		36.64	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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		42.13	[redacted]
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		35.08	[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]	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]	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]	SEALER	1		10.00	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE	1		110.97	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE	1		150.64	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		268.83	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			06506497AA	BOLT	4		27.21	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BOLT	4		27.21	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	HUB	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			68445748AA	BODY ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			68637534AA	CLUTCHKIT	1	X	1203.17	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	O-RING	1		30.00	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	SNAP RING	1		10.25	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	RACE	1		42.13	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	HUB	1		336.04	$102.80
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or			[redacted]	BEARING	1		[redacted]	

		[redacted]								
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted]			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted]			[redacted]	SEALER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted]			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted]			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	[redacted]			0.97	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	[redacted]			50.64	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	BOLT	4		27.21	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	HUB	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	BODY ASSY	1		2335.86	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	CLUTCHKIT	1	X	1203.17	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	O-RING	1		30.00	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	SEAL RING	1		6.72	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	SNAP RING	1		10.25	[redacted]
A	[redacted]	Oil cool[redacted] / auxiliary ; Cooler [redacted]			[redacted]	[redacted]	1		40.08	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	[redacted]	1		29.51	[redacted]
A	[redacted]	Oil cool[redacted] / auxiliary ; Cooler [redacted]			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	HUB	1		336.04	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	GASKET	1		51.88	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	SEALER	1		10.00	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	FLUID AFT	9		125.40	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	FLUID AFT	3		41.80	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	[redacted]			0.97	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]D	[redacted]			50.64	[redacted]

A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	[redacted]	1		165.56	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	COOLER	1		268.83	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	BOLT	4		27.21	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	BOLT	4		27.21	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	[redacted]			[redacted]70.48	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	CLUTCHKIT	1	X	1203.17	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	GASKET	1		36.64	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	O-RING	1		30.00	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]B	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	[redacted]	1		40.08	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	[redacted]	1		29.51	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	BEARING	1		35.08	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]B	HUB	1		336.04	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	BEARING	1		35.73	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	[redacted]	1		33.28	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	GASKET	1		51.88	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	SEALER	1		10.00	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			05189966AD	FLUID AFT	9		125.40	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			05189966AD	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	TUBE	1		110.97	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	TUBE	1		150.64	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	[redacted]			[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	CLUTCHKIT	1	X	1203.17	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	WASHER	1		7.95	[redacted]

A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SNAP RING	1		10.25	$117.49
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	RACE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	RACE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	RACE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	HUB	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	[redacted]				
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SEALER	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	BOLT	4		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	BOLT	4		27.21	$102.80
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted]			[redacted]	WASHER	1		[redacted]	

		[redacted] (3 - Highly Skilled)								
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	SNAP [redacted]	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	SEALER	1		[redacted]	[redacted]
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	[redacted] Body ; [redacted] body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	TUBE	1		110.97	$58.74
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 -			[redacted]	COOLER	1		268.83	$58.74

		Replace (3 - Highly Skilled)								
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1		2335.86	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	RACE	1		42.13	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	RACE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		51.88	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SEALER	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	851STATE	State Labor Allowance			[redacted]	TUBE	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	TUBE	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	TOC ASSY	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	COOLER	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	BOLT	6		23.60	$1,116.14

A	851STATE	State Labor Allowance			[redacted]	BOLT	[redacted]			
A	851STATE	State Labor Allowance				BOLT				
A	851STATE	State Labor Allowance				[redacted]	1		[redacted]	
A	851STATE	State Labor Allowance				BODY ASSY	1		2335.86	
A	851STATE	State Labor Allowance				CLUTCHKIT	1	X		
A	851STATE	State Labor Allowance				[redacted]	1			
A	851STATE	State Labor Allowance				GASKET	1			
A	851STATE	State Labor Allowance				[redacted]	[redacted]			
A	851STATE	State Labor Allowance				[redacted]	1		6.72	
A	851STATE	State Labor Allowance				[redacted]	1		10.25	
A	851STATE	State Labor Allowance				[redacted]	[redacted]			
A	851STATE	State Labor Allowance				[redacted]	1		29.51	
A	851STATE	State Labor Allowance				[redacted]	[redacted]			
A	851STATE	State Labor Allowance				[redacted]	1		35.08	
A	851STATE	State Labor Allowance				[redacted]	[redacted]			
A	851STATE	State Labor Allowance				[redacted]	1			
A	851STATE	State Labor Allowance				[redacted]	1		33.28	
A	851STATE	State Labor Allowance				GASKET	1			
A	851STATE	State Labor Allowance				SEALER	1			
A	851STATE	State Labor Allowance				FLUID AFT	[redacted]			
A	851STATE	State Labor Allowance				FLUID AFT	3			
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		[redacted]	
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		150.64	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TOC ASSY	1		165.56	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	COOLER	1		268.83	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	[redacted]			[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	[redacted]			[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	[redacted]			[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		2335.86	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	CLUTCHKIT	1	X	1203.17	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		7.95	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		36.64	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in			[redacted]	[redacted]	[redacted]			

		conjunction with appropriate repair Labor Operation.								
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]	[redacted]	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	RACE	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	RACE	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]ER	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		27.21	$1,150.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BODY ASSY	1		[redacted]	

[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Loaner Car ; High Line Vehicles			[redacted]	WASHER	1		7.95	[redacted]
[redacted]	[redacted] ; High Line [redacted]			[redacted]	GASKET	1		36.64	[redacted]
[redacted]	[redacted] ; High Line [redacted]			[redacted]	[redacted]	1		30.00	[redacted]
[redacted]	[redacted] ; High Line [redacted]			[redacted]	SEAL RING	1		[redacted]	
[redacted]	[redacted] ; High Line [redacted]			[redacted]	SNAP RING	1		[redacted]	
[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		40.08	[redacted]
[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		29.51	[redacted]
[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		35.08	[redacted]
[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	HUB	1		336.04	[redacted]
[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		35.73	[redacted]
[redacted]	Loaner Car ; High [redacted] Vehicles			[redacted]	[redacted]	1		33.28	[redacted]
[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		51.88	[redacted]
[redacted]	[redacted] ; High Line [redacted]			[redacted]	SEALER	1		10.00	[redacted]
[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted]	[redacted] ; High Line [redacted]			[redacted]	FLUID AFT	3		41.80	[redacted]
[redacted]	Seal, Front Axle Housing Oil ; [redacted] - One or [redacted] only		LEAKS	[redacted]	[redacted]				[redacted]
[redacted]	Seal, Front Axle Housing Oil ; [redacted] - One or [redacted] only		LEAKS	[redacted]	LUBRICANT	[redacted]			[redacted]
[redacted]	Seal, Front Axle Housing Oil ; [redacted] - One or [redacted] only		LEAKS	[redacted]	SEALER	1		[redacted]	[redacted]
[redacted]	Seal, Front Axle Housing Oil ; Anti-lock brakes equipped			[redacted]	SEAL	1	X	49.42	[redacted]
[redacted]	Seal, Front Axle Housing Oil ; Anti-lock brakes equipped			[redacted]	LUBRICANT	[redacted]			[redacted]
[redacted]	Seal, Front Axle Housing Oil ; Anti-lock brakes equipped			[redacted]	SEALER	1		[redacted]	[redacted]
[redacted]	State Labor Allowance			[redacted]	SEAL	1	X	[redacted]	
[redacted]	State Labor Allowance			[redacted]	LUBRICANT	[redacted]			
[redacted]	State Labor Allowance			[redacted]	SEALER	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]**] Additional Concern 1 [Customer States check engine light came on] Additional Concern 1 [Customer States felt like something hit him from behind and would barely move forward] Multi-point inspection (according to maintenance interval) CUSTOMER STATES: FRONT DIFF FLUID LEAK

(RO) Cause:

recall [redacted] verified engine light on vehicle wont move verified front diff leak

(RO) Correction:

[redacted] recall [redacted] removed and replaced pcmprogrammed to vehicle Safety Recall [redacted] - Replace Replace Powertrain Control Module(PCM) Includes Software Reprogram (Aisin Transmission Equipped) (2- Skilled) STATE LABOR ALLOWANCE STATE LABOR ALLOWANCE SEE BELOW PLEASE PUT CUSTOMER ONE TAG ON MIRRO[redacted] verified engine light on vehicle

wontmove found codes in pcm for [redacted] p0732p0733 fluid full badly burnt removed def tankskid plat removed transfer case and 2 piecedrive shaft and trans from vehicle completelydis assembled trans found k1 clutch assemblysnap ring split welded cltches and steelstogether cooler and line set filled withmetal valve body filled with metal replacedk1 clutch assembly hub and sun gear replacedthrust washers resealed front pump, cleanmetal out of transmission components notreplaced, remove transmission pan andinstalled new valve body, filled with metalshavings, installed wiring harness, opencircuit, replace transmission filter, full ofmetal, and new trans pan gasket replacedcooler and line set and bypass valveinstalled trans transfer case def tank [redacted] drive shaft installed skid platerefilled trans flashed pcm and tcm ran quicklearn on trans road tested vehicle trans nowshifting threw all forward and reverse gearscorrectly Transmission, Remove and install for recondition -AS68RC/AS69RC Remove and install for recondition (3 - Highly Skilled) Transmission, Remove and install for recondition -AS68RC/AS69RC 4X4 equipped Transmission, Remove and install for recondition - AS68RC/AS69RC Skid pl

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ADDITIONAL CONCERN 1 [CUSTOMER STATES FELT LIKE SOMETHING HIT HIM FROM BEHIND CUSTOMER STATES: FRONT DIFF FLUID LEAK AND WOULD BARELY MOVE FORWARD]

(Claim) Cause:

RIGHT AXLE SEAL FAILED INTERNAL FAILURE

(Claim) Correction:

FOUND RIGHT FRONT AXLE SEAL LEAKING OUT OF AXLE TUBE, SEAL FAILED AND LEAKED F FOUND CODES IN PCM FOR [redacted] FLUID FULL BADLY BURNT REMOVED DEF TA LUID, REMOVED LEFT AND RIGHT AXLES AND HUBS REMOVED DIFF COVER RING GEAR SET REMOVED AND REPLACED RIGHT SIDE AXLE SEAL INSTALLED RING GEAR RESEALED COVER NK SKID PLAT REMOVED TRANSFER CASE AND [redacted] DRIVE SHAFT AND TRANS FROM RE INSTALLED AXLES AND HUBS REFILLED FRONT DIFF TO SPEC VEHICLE COMPLETELY DIS ASSEMBLED TRANS FOUND K1 CLUTCH ASSEMBLY SNAP RING SP LIT WELDED CLTCHES AND STEELS TOGETHER COOLER AND LINE SET FILLED WITH METAL VALVE BODY FILLED WITH METAL REPLACED [redacted] CLUTCH ASSEMBLY HUB AND SUN GEAR REPLACED THRUST WASHERS RESEALED FRONT PUMP, CLEAN METAL OUT OF TRANSMISSIO N COMPONENTS NOT REPLACED, REMOVE TRANSMISSION PAN AND INSTALLED NEW VALVE B ODY, FILLED WITH METAL SHAVINGS, INSTALLED WIRING HARNESS, OPEN CIRCUIT, R EPLACE TRANSMISSION FILTER, FULL OF METAL, AND NEW [redacted] GASKET REPLACED COOLER AND LINE SET AND BYPASS VALVE INSTALLED TRANS TRANSFER CASE DEF TANK [redacted] DRIVE SHAFT INSTALLED SKID PLATE REFILLED TRANS FLASHED PCM AND T CM RAN QUICK LEARN ON TRANS ROAD TESTED VEHICLE TRANS NOW SHIFTING THREW ALL FORWARD AND REVERSE GEARS CORRECTLY

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**	SAFFORD DODGE JEEP OF [redacted]	**Zone**	3[redacted]
Address	6801 COMMERCE ST , [redacted], VA 22150				

Condition Information

Condition			**Failure**	**Failure Desc**	**Part Number**	[redacted] **Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Filter diesel particulate (DPF) ; 6.7 liter diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE SO						[redacted]
[redacted]		[redacted] ; High Line								[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
RENTAL NOT CLAIMED ON [redacted]

(Claim) Cause:
RENTAL NOT CLAIMED ON [redacted]

(Claim) Correction:
RENTAL NOT CLAIMED ON [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	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			Failure	Failure		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[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]	BOLT	4		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		49.91	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	O-RING	1		25.62	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	GASKET	1		31.29	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		34.23	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		35.98	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		25.20	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1		1027.60	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			20.16	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		145.60	[redacted]
A	21000169	Transmission : [redacted] equipped pick-up only			[redacted]	BEARING	1		30.52	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	1		287.00	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	BEARING	1		29.96	[redacted]
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		5.74	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]	2		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		95.20	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]	1	X	[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	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			68253814AA	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]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			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			68254056AB	HUB	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]	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			68085955AA	WASHER	2		[redacted]	[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]	RACE	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1	X	[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]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253816AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	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]	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]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	8		[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]	RACE	1		28.42	[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]	SNAP RING	1	X	8.75	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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]	RACE	1		34.23	[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]	RACE	1		35.98	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	SEAL RING	4		40.04	[redacted]
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	2		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]	FLUID AFT	8		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S FORWARD GEARS DO NOT WORK BUT VEHICLE WILL DRIVE IN REVERSE

(Claim) Cause:

TECH [redacted] AND CONFIRMED FOUN[redacted] PERTAINING TO CONCERN REMOVED TRAN S AND [redacted] FOUND SNAP RING OUT OF PLACE

(Claim) Correction:

TECH INSTALLED OVERHAUL KIT AS PER TSB REASSEMBLED AND PERFORMED QUICK LEARN A ND UPDATED TCM AND TEST DROVE TO CONFIRM REPAIR

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] - RAM 5500 [redacted] 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***	LOCHMANDY MOTOR SLS INC	[redacted]	[redacted]
Address	920 NORTH NAPPANEE ST. , ELKHART, IN 46515				

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)	[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] 2 [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP ** [redacted] 1 [redacted] DDDPD2 AISIN TRANSMISSION ROUGH SHIFT ** Recall / Customer Satisfaction Notification 1 Safety Recall [redacted] - Intake Air Grid Heater Relay ** Customer States switch over components

(RO) Cause:

CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC [redacted] CODE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF 1ST - [redacted] DUE TO THE K1 CLUTCH SNAP RING BECOMING DISLODGED. CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A VARIETY OF SHIFTING CONCERNS. CUSTOMER REQUESTED CAMPAIGN [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. truck was upfitted and has a air tank up against transfer case

(RO) Correction:

ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT SNAP RING AS PER RAPID SERVICE UPDATE [redacted] INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEARN ROUTINE. CONNECTED THE BATTERY CHARGER, ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCAN PERFORMED A TRANSMISSION CONTROL MODULE SOFTWARE UPDATE AS PER THE RAPID SERVICE [redacted] INSTRUCTIONS. CLEARED ALL DIAGNOSTIC [redacted] CODES. THE SYSTEM IS NOW OPERATING AS DESIGNED. ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RECALL [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. to remove transfer case for rsu to remove transmission air box had to be removed and set aside to pull transfer case and after putting transfer case back in had to reinstall air box no problems at this

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] [[redacted] AISIN TRANSMISSION [redacted] INOP **]

(Claim) Cause:

CUSTOMER REQUESTED CAMPAIGN NUMBE[redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPA IGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SH IFT INTO OR OUT O[redacted] - [redacted] DUE TO THE K1 CLUTCH SNAP RING BECOMING DI SLODGED.

(Claim) Correction:

ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT SNAP RING AS PER RAPID SERVICE UPDATE [redacted] INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEA RN ROUTINE.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [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	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**	PUEBLO DODGE INC	**Zone**	74	[redacted]
Address	2147 HIGHWAY 50 WEST , PUEBLO, CO 81008					

Condition Information

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

RO Narratives

(RO) Customer Concern:

E.C. DIESEL (FULL SYNTHETIC) OIL AND FILTER CHANGE MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	LOCHMANDY MOTOR SLS INC	**Zone**	[redacted]
Address	920 NORTH NAPPANEE ST. , ELKHART, IN 46515				

Condition Information

Condition Code	LOP	LOP 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				FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted] RING	1	X	11.54	$171.14
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68244638AA	GASKET	1		41.25	$171.14
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				SEAL RING	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				SEAL RING	1		7.57	$171.14
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				O-RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1	X	[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]; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		65.80	$656.05
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]/AS69RC ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[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	06509166AA	BOLT	8		61.28	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68019782AA	SEAL RING	1		7.57	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / [redacted]bly - 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]	WASHER	1		[redacted]	
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] AISIN TRANSMISSION GEARS 1-4 INOP ** RSU 1 [redacted]2 AISIN TRANSMISSION ROUGH SHIFT ** Recall / Customer Satisfaction Notification 1 Safety Recall [redacted] - Intake Air Grid Heater Relay ** Customer States switch over components

(RO) Cause:

CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted]R STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF 1ST - [redacted] DUE TO THE [redacted] CLUTCH SNAP RING BECOMING DISLODGED. CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A VARIETY OF SHIFTING CONCERNS. CUSTOMER REQUESTED CAMPAIGN [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. truck was upfitted and has a air tank up against transfer case

(RO) Correction:

ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT SNAP RING AS PER RAPID SERVICE UPDATE [redacted] INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEARN ROUTINE. CONNECTED THE BATTERY CHARGER, ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCAN PERFORMED A TRANSMISSION CONTROL MODULE SOFTWARE UPDATE AS PER THE RAPID SERVICE UPDAT[redacted] INSTRUCTIONS. CLEARED ALL DIAGNOSTIC TROUBLE [redacted]S. THE SYSTEM IS NOW OPERATING AS DESIGNED. ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RECALL [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. to remove transfer case for rsu to remove transmission air box had to be removed and set aside to pull transfer case and after putting transfer case back in had to reinstall air box no problems at this

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] [[redacted] AISIN TRANSMISSION [redacted] INOP **]

(Claim) Cause:

CUSTOMER REQUESTED CAMPAIGN NUMBE[redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPA IGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SH IFT INTO OR OUT O[redacted] - [redacted] DUE TO THE K1 CLUTCH SNAP RING BECOMING DI SLODGED.

(Claim) Correction:

ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT SNAP RING AS PER RAPID SERVICE UPDATE [redacted] INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEA RN ROUTINE.

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]	Part	[redacted]	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted] CHRY PRODUCTS IN	Zone	[redacted]
Address	[redacted]				

Condition Information

Condition	[redacted]		Failure	Failure	[redacted]	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	HUB	1		330.81	[redacted]
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	ADHESIVE	1		[redacted]	
A	[redacted]	Module, Transmission ([redacted]) : Module, Transmission [redacted] ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID AFT	7		[redacted]	[redacted]

A	181905RT	Module, Transmission Control ( ) ; Module, Transmission Control ( ) - Reprogram, Includes Quicklearn Routine				FLUID AFT	7			
A		Transmission ; equipped pick-up only				CLUTCHKIT	1	X		
A		Transmission ; equipped pick-up only				BOLT	6			
A		Transmission ; equipped pick-up only				HUB	1			
A		Transmission ; equipped pick-up only				HUB	1			
A		Transmission ; equipped pick-up only				BOLT	4			
A		Transmission ; equipped pick-up only				BOLT	4			
A		Transmission ; equipped pick-up only				GREASE	1			
A		Transmission ; equipped pick-up only				SEAL RING	1			
A		Transmission ; equipped pick-up only				GASKET	1			
A		Transmission ; equipped pick-up only				ADHESIVE	1			
A		Transmission ; equipped pick-up only				FLUID AFT	7			
A		Transmission ; equipped pick-up only				FLUID AFT	7			
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				CLUTCHKIT	1	X		
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				BOLT	6			
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				HUB	1			
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				HUB	1			
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				BOLT	4			
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				BOLT	4			
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				GREASE	1			
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				SEAL RING	1			
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				GASKET	1			
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				ADHESIVE	1			
A		Transmission, Remove and install for recondition - C ; 4X4 equipped				FLUID AFT	7			

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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	ADHESIVE	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 ; [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]	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]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	ADHESIVE	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]	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	1184.46	[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	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]	[redacted]
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		26.79	[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		[redacted]	
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		57.53	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		11.54	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		36.07	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE [redacted]	[redacted]	ADHESIVE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE [redacted]	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE [redacted]	[redacted]	FLUID AFT	[redacted]			
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	1184.46	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	HUB	1		167.82	[redacted]
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	HUB	[redacted]			
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	ADHESIVE	1		[redacted]	
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]0	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	7		[redacted]	
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	1184.46	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		167.82	[redacted]
A	[redacted]2	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		330.81	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		57.53	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	1		11.54	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		36.07	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	ADHESIVE	1		10.89	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	7		96.02	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	7		96.02	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES VEHICLE REFUSES TOGO INTO GEAR AND WHEN IT DOES IT KICKS MUCH HARDER THAN USUAL] Indicator/Warning Lights Concern [CUSTOMER STATES [redacted] MESSAGE UNAVAILABLE RANDOMLY APPEARS] General Concern #1 [CUSTOMER STATESVEHICLE JUST STOPPED DRIVING ON CO LINE ROAD - ENGINE STILL ON BUT WOULDNT GO INTO GEAR FOR SOME TIME THEN FINALLY KICKED HARD AND ALLOWED HIM TO LIMP OUT OF THE ROAD] Multi-point inspection (according to maintenance interval) RENTAL [redacted] HEATER GRID REALY RECALL

(RO) Cause:

. . . . . .

(RO) Correction:

[redacted] GEAR RATIO ERROR IN [redacted]. P0732GEAR RATIO ERROR IN [redacted]. HAS NOFORWARD GEARS. HAS REVERSE. [redacted] FORTHIS CONDITION. DISLODGED [redacted] SNAP RING.REMOVED TRANSMISSION. REMOVED FRONT PUMP ANDK1,

[redacted] DRUMS AND HUBS. REPLACED [redacted] ASSEMBLY, K2 AND [redacted] HUBS.REINSTALLED PUMP. MEASURED ENDPLAY HAD .028IN. (SPEC IS [redacted] TO [redacted]. REINSTALLEDTRANSMISSION. HAS [redacted] SHAFT, DEF TANK,SKID PLATE AND DIESEL ENGINE. QUICKLEARNED.UPDATED [redacted] PE[redacted] Automatic Transmission Concern [CUSTOMER STATES VEHICLE REFUSES TO GO INTO GEAR AND WHEN IT DOES IT KICKS MUCH HARDERTHAN USUAL] RENTAL TOW ENTERPRISE RENTAL Customer states Transmission (insert concern) MISC. SHOP CHARGES SUBLET REPAIRS SUBLET REPAIRS [redacted] RELATED TO LINE A. TRANSMISSION CODESDISABLE [redacted]. Indicator/Warning Lights Concern [CUSTOMER STATES [redacted] MESSAGE UNAVAILABLE RANDOMLY APPEARS] [redacted](insert concern) [redacted] SNAP RING BROKE IN TRANSMISSION. SEELINE A General Concern #1 [CUSTOMER STATES VEHICLE JUST STOPPED DRIVING ON CO LINE ROAD - ENGINE STILL ON BUT WOULDNT GO INTO GEAR FOR SOME TIME THEN FINALLY KICKED HARD AND ALLOWED HIM TO LIMP OUT OF THE ROAD] (ADD DESCRIPTION) [redacted] *** VEHICLE TRADED IN TO HUBLERCHEVROLET. HUBLER CHEVROLET PICKING UPVEHICLE X_____ *** Multi-point inspection (according to maintenanceinterval) Perform Courtesy Multi-Point Vehicle Inspection RENTAL CAR [redacted] PARTS CURRENTLY ON BACK ORDER O

(RO) Technical Notes:

[redacted] SPECIAL VOR REQUESTED

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES VEHICLE REFUSES TO GO INTO GEA R AND WHEN IT DOES IT KICKS MUCH HARDER THAN USUAL]

(Claim) Cause:

[redacted] GEAR RATIO ERROR IN [redacted]. [redacted] GEAR RATIO ERROR IN [redacted].

(Claim) Correction:

HAS NO FORWARD GEARS. HAS REVERSE. TSB [redacted] FOR THIS CONDITION. DISLODGED K1 SNAP RING. REMOVED TRANSMISSION. REMOVED FRONT PUMP AND K1, [redacted] DR UMS AND HUBS. REPLACED [redacted] ASSEMBLY, [redacted] AND [redacted] HUBS. REINSTALLE D PUMP. MEASURED ENDPLAY HAD .028 IN. (SPEC IS [redacted] TO [redacted]. REINSTALLED TRANSMISSION. HAS [redacted] SHAFT, DEF TANK, SKID PLATE AND DIESEL ENGINE. QUI CKLEARNED. UPDATED [redacted] PER TSB [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	$1,052.04	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	1708 WEST MARLTON PIKE , CHERRY HILL, NJ 08002				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure	Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	[redacted]			
[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]				
[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				GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		137.64	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	8		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	SEALER	1		10.98	$50.10
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$50.10
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			05019061AB	GREASE	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 ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[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]	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]	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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		59.73	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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]	GREASE	1		64.14	[redacted]
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]	

RO Narratives

(RO) Customer Concern:

Recall #: [redacted], Launch Date: [redacted] Ram Heavy Duty Grid Heater Rel Customer states transmission issue

(RO) Cause:

tech found snap ring, dislodged in K1 assembly followed TSB

(RO) Correction:

PART ON ORDER. WILL CONTACT OWNER WHEN PART ARRIVES. Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION ISSUES - VEHICLE WON'T MOVE

(Claim) Cause:

TECH FOUND FAULT [redacted]. VERIFIED K1 SNAP RING DISLODGED

(Claim) Correction:

REMOVE & REPLACE K1 CLUTCH KIT SUB ASSEMBLY

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	In Service Date	[redacted]
Claim Type	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	LOS ANGELES
Address	1100 S MADERA AVE , MADERA, CA 93637				

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] pick-up only			[redacted]	[redacted]	1		183.15	[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	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		297.40	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	NUT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		30.83	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06511777AA	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		297.40	$633.75
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE	[redacted]	FLUID AFT	2		30.83	$633.75

		[redacted]		REQUIRED)						
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		26.11	$633.75
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	8114.97	$32.50
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	NUT	8		64.56	$32.50
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		26.11	$32.50
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	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	4		30.10	$97.50
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	NUT	8		64.56	$97.50
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	4		30.10	$97.50
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		26.11	$97.50
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	NUT	8		64.56	$292.50
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted]			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 -			[redacted]	FLUID AFT	2		[redacted]	

		Skilled)								
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[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]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	BOLT	4		[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]	NUT	8		[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	4		[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]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	

A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	4		30.10	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		297.40	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	NUT	[redacted]			[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	4		30.10	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	2		30.83	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CS - CUSTOMER STATES VEHICLE HAD A COUPLE HARD SHIFTS HAD A LOUD KNOCK AND WILL NOT MOVE FOWARD JUST RESERVE WHILE PULLING TRAILER DIAG AND ADVISE transmission replacement WARRANTY PRICES

(RO) Cause:

INTERNAL TRANSMISSION COMPONENTS FAILED, CAUSING NO FORWARD GEARS TRANSMISSION INTERNAL FAILURE CAUSING THE TRANSMISSION GEAR ISSUES, AND METAL CONTAM,INATION

(RO) Correction:

PERFORMED THE VERIFICATION OF THE CUSTOMERS CONCERN AND FOUND THAT THE VEHICLE DOES NOT GO IN DRIVE FOWARD, ONLY REVERSE, PUSH VEHICLE INTO SHOP AND LIFT , REMOVED THE TRANSMISSION OIL PAN AND FOUND EXCESSIVE AMOUNT OF METAL DEBRI BURNT FLUID, AND FOUND DTC CODE[redacted] INTERNAL TRANSMISSION PROBLEM TOOK PICTURES AND SUBMIT TO THE RO MEDIA, AND ALSO THE TRANSMISSION SERIAL LABEL, |AT THIS TIME THE RECOMMENDATION IS TO REPLACE THE TRANSMISSION, TRANSMISSION COOLER, COOLER VALVE AND FLUSH THE LINES, |WARRANTY REQUEST Please read all Carefully - [redacted] - Inspect for EGR and DPF , provide images Obtain the required ECU Details report for the Cummins Engine Controller - Yes, we require it on the transmissions also. Inspect for EGR system and then DPF - Diesel Particulate Filter - image them also. PTSC need[redacted] reports attached. Please perform a Wi tech scan standard scan report. Then [redacted] UNDER CUSTOM REPORTS ECU DETAILS SUMMARY REPORT, save the reports to a PDF file and attached/upload the complete file printed to file to this submittal. Be sure you are capturing the data that shows the ECM/PCM current PN and the reprogramming attempt counter. On the [redacted] details report. PERFORMED THE REMOVAL OF THE FRONT FASCIA AND GRILLE REMOVED THE TRANSMISSION COOLER ASSEMBLY, |REMOVED THE TRANSMISSION COOLER LINES AND FLUSHED THE LINES AND REMOVED THE COOLER BYSPASS VALVE, |REMOVED THE REAR DRIVESHAFT , AND REMOVED THE DEF SYSTEM AND SUPPORT FRAME, REMOVED THE TRANSFER CASE AND REMOVED THE DRIVE SHAFT WITHE TRANSFER CASE, REMOVED THE TORQUE CONVERETR BOLTS, REMOVED THE WIRING FROM THE TRANMISSION, REMOVED THE TRANSMISSION AND REMOVED THE TRAN

(RO) Technical Notes:

TRANSMISSION GEAR ISSUES

GCS Narratives

(Claim) Customer Concern:

- CUSTOMER STATES VEHICLE HAD A COUPLE HARD SHIFTS HAD A LOUD KNOCK AND WILL N OT MOVE FOWARD JUST RESERVE WHILE PULLING TRAILER

(Claim) Cause:

INTERNAL TRANSMISSION COMPONENTS FAILED, CAUSING NO FORWARD GEARS PERFORMED TH E VERIFICATION OF THE CUSTOMERS CONCERN AND FOUND THAT THE VEHICLE DOES NOT GO IN DRIVE FOWARD, ONLY REVERSE, PUSH VEHICLE INTO SHOP AND LIFT , REMOVED THE TRANSMISSION OIL PAN AND FOUND EXCESSIVE AMOUNT OF METAL DEBRI BURNT FLU ID, AND FOUND DTC CODE[redacted] INTERNAL TRANSMISSION PROBLEM TOOK PICTURE S AND SUBMIT TO THE RO MEDIA, AND ALSO THE TRANSMISSION SERIAL LABEL, AT T HIS TIME THE RECOMMENDATION IS TO REPLACE THE TRANSMISSION, TRANSMISSION COOLE R, COOLER VALVE AND FLUSH THE LINES, WARRANTY REQUEST PLEASE READ ALL CAR EFULLY - [redacted] - INSPECT FOR EGR AND DPF , PROVIDE IMAGES□ OBTAIN THE REQUIR ED ECU DETAILS REPORT FOR THE CUMMINS ENGINE CONTROLLER - YES, WE REQUIRE IT ON THE TRANSMISSIONS ALSO. INSPECT FOR EGR SYSTEM AND THEN DPF - DIESEL PARTI CULATE FILTER - IMAGE THEM ALSO. PTSC NEEDS [redacted] REPORTS ATTACHED. PLEAS E PERFORM A WI TECH SCAN STANDARD SCAN REPORT. THEN [redacted] UNDER CUSTOM REPORTS □ECU DETAILS SUMMARY REPORT□, SAVE THE REPORTS TO A PDF FILE AND ATTACHED/U PLOAD THE COMPLETE FILE PRINTED TO FILE TO THIS

SUBMITTAL. BE SURE YOU ARE CAP TURING THE DATA THAT SHOWS THE ECM/PCM CURRENT PN AND THE REPROGRAMMING ATTE MPT COUNTER. ON THE [redacted] REPORT.

(Claim) Correction:

REMOVED THE TRANSMISSION COOLER LINES AND FLUSHED THE LINES AND REMOVED THE CO OLER BYSPASS VALVE, REMOVED THE REAR DRIVESHAFT , AND REMOVED THE DEF SYSTE M AND SUPPORT FRAME, REMOVED THE TRANSFER CASE AND REMOVED THE DRIVE SHAFT W ITHE TRANSFER CASE, REMOVED THE TORQUE CONVERETR BOLTS, REMOVED THE WIRING F ROM THE TRANMISSION, REMOVED THE TRANSMISSION AND REMOVED THE TRANSMISSION F ROM VEHILCE, LUBRICATED THE REAR OF THE CRANKSAHFT TORQUE [redacted], IN STALLED THE NEW TRANSMISSION, INSTALLED THE NEW TORQUE CONVERTER BOLTS TORQU E TO SPECIFICATION, INSTALLED THE TRANSMISSION BOLTS AND TORQUE TO SPEC, INS TALLED THE TRANSMISSION MOUNT, AND TRANSFER CASE AND FRONT DRIVE SHAFT, NEW FASTENERS, TORQUE TO SPECIFICATION, INSTALLED THE CROSSMENBER TORQUE FASTENE RS TO SPEC, INSTALLED THE REAR DRIVE SHAFT WITH NEW FATSENERS, AND TORQUE TO SPECIFICATION, INSTALLED THE DEF SYSTEM AND FRAME TORQUE TO SPECIFICATIONS, INSTALLED THE NEW COOLER BYPASS VALVE, LOWER THE VEHICLE AND INSTALLED THE NEW TRANSMISSION COOLER ASSEMBLY AND INSTALLED THE FRONT GRILLE AND THE FRON TA FASCIA, CHECK THE TRANSMISSION FLUID LEVEL, CONNECT THE BATTERIES AND CLE ARED THE DTCS PRESENT, WARM UPO THE TRANSMISSION TO OPERTAING TEMP PERFORMED THE TRANSMISSION QUICKLEARN AND TEST DROVE THE VEHICLE [redacted] AND THE VEH ICLE IS OPERATING AS DESIGNED, RETURNED TO THE SHOP AND CHECK THE TRANSMISSI ON FLUID,

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]		**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] PRODUCTS IN	**Zone**	[redacted]
Address	3099 NORTH MORTON , FRANKLIN, IN 46131				

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] 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]
A	85LOAN00	Loaner Car ; Loaner Car								[redacted]
[redacted]		Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] SPECIAL VOR REQUESTE[redacted] SPECIAL VOR REQUESTED

GCS Narratives

(Claim) Customer Concern:

C PREV.....

(Claim) Cause:

C PREV.....

(Claim) Correction:

C PREV.....

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]		**Zone**	70	[redacted]
Address	[redacted]						

Condition Information

Condition	[redacted]	Desc	[redacted]	[redacted]	Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable		NOISY	[redacted]	CLOCKSPRI	1	[redacted]		[redacted]

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY 23PT INSPECTION SUSPENSION & STEERING DIAG/REPAIR CUSTOMER PERFORMED MOBILE CHECK IN ANY VEHICLE THAT IS LEFT MORE THAT [redacted] AFTER PERFORM RECALL RRT RRT

(RO) Cause:

NA

(RO) Correction:

[redacted] - Diagnostics Performed parts are on order parts need to be ordered.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THAT THE STEERING IS A MAKING A CRE AKING NOISE IN STEERING COLUMN WHEN TURNING EITHE R DIRECTION

(Claim) Cause:

ECH TOOK APART STEERING COLUMN TO DETERMINE ORIGI N OF NOISE. TOOK OFF AIR BAG, STEERING WHEEL, T OOK OFF COLUMN SHROUD AND FOUND THAT THE SCCM HAS A N INTERNAL FAILURE CAUSING THE NOISE.

(Claim) Correction:

TECH WAS ABLE TO VERIFY CUSTOMER CONCERN. HEARD THE CREAKING NOISE IN THE STEE RING COLUMN FROM [redacted]. TECH TOOK APART ST EERING COLUMN TO DETERMINE ORIGIN OF NOISE. TOOK OFF AIR BAG, STEERING WHEEL,

TOOK OFF COLUMN SH ROUD AND FOUND THAT THE SCCM HAS AN INTERNAL FAILUR E CAUSING THE NOISE. RECOMMEND REPLACING AT THIS TIM E. WHEN TECH TOOK APART STEERING WHEEL THE PRESS URE FROM THE STEERING WHEEL RELEASING CAUSED THE IN TERNAL FAILURE TO BECOME MORE PREVALENT. THE HORN N O LONGER WORKS DUE TO THIS FAILURE. TECH REASSEMBLED STEERING COLUMN AND NOTATED THE LACK OF HORN RESPONSE. TECH REPLACED SCCM AND FOUND THA T HORN AND LIN COMMUNICATION WERE NOW STOPPING AT THE SPEED CONTROL SWITCH. BEFORE THEY WERE NOT COMING THROUGH THE SCCM. WHEN THE SCCM FAILED INTERNALLY, IT CAUSED A SHORT TO THE SWI TCH. SWITCH NEEDS TO BE REPLACED TO RESTORE COMMUNICATION AND VOLTAGE. SWITCH FAILURE IS PARTS NEED TO BE ORDERED. IT IS NOT RECOMMENDED TO CONTINUE DRIVING VEHICLE UNTIL REPAIRS CAN BE M ADE. AT THIS TIME PARTS THAT HAVE BEEN QUOTED ARE WHAT IS NEEDED WITHOUT THE SHIFT ISSUES OCCUR RING. IF VEHICLE IS DRIVEN TO POINT OF FAILURE MORE PARTS MAY BE NEEDED.

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]	**Zone**	70 [redacted]
Address	1724 HILTON DR , ST GEORGE, UT 84770				

Condition Information

Condition [redacted]		[redacted] Desc	Failure		[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		48.23	$76.04
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]T	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		11.90	$76.04
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	1		48.23	$152.08
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]T	1	X	1027.60	$152.08
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	1		11.90	$152.08
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	1		48.23	$38.02
[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]T	1	X	1027.60	$38.02
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	1		11.90	$38.02

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] propeller shaft equipped			[redacted]	BOLT	6		20.16	$25.35
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		11.90	$25.35
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	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]	[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	1		[redacted]	[redacted]
B	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	
C	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE TRANSMITAL PERFORM OPEN RECALL # TRANSMISSION/TRANSFER CASE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANS DOES NOT SHIFT [redacted] 22MY DJ/D2/DD/DP TRUCK[redacted] CUMMINS NO START

(Claim) Cause:

[redacted] 22MY DJ/D2/DD/DP TRUCKS [redacted] CUMMINS NO START TRANSMISSION HAS NOT FORWARD GEARS ONLY REVERSE. PERFORMED TRANSMISSION DIAG NOSTIC. DETERMINED K1 CLUTCH HAS FAILED AS OUTLINED IN BULLETIN 21-[redacted]

(Claim) Correction:

[redacted] 22MY DJ/D2/DD/DP TRUCKS [redacted] CUMMINS NO START REMOVED TRANSMISSION AND REPLACED K1 CLUTCH. REINSTALLED AND FILLED WITH FLUID . UPDATED TCM FROM [redacted] TO AC. CLEARED CODES, PERFORMED QUICK LEARN AND DRIVE VERIFICATION

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	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	[redacted]				

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]		[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Wheel alignment ; Front wheel alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER IS LEA[redacted]G THE STATE WANT TO CHECK ALIGNMENT AND BA LANCE DUE TO [redacted] CHECK AND ADVISE ([redacted] ALIGNMENT)

(RO) Cause:

PERFORM ALIGNMENT AS NEEDED- BALANCE WAS NOT NEEDED

(RO) Correction:

THANK YOU FOR ALLOWING US TO SERVE YOU !!!!

(RO) Technical Notes:

[redacted]R ON [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER IS LEA[redacted]G THE STATE WANT TO CHECK ALIGNMENT AND BA LANCE DUE TO [redacted] CHECK AND ADVISE ([redacted] ALIGNMENT)

(Claim) Cause:

PERFORM ALIGNMENT AS NEEDED- BALANCE WAS NOT NEEDED

(Claim) Correction:

THANK YOU FOR ALLOWING US TO SERVE YOU !!!!

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***	$57.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	***Desc*** [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)	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**	D28P92 - 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		**Sublet**	[redacted]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	ROANOKE MOTOR CO INC	**Zone**	51	[redacted]
Address	1313 W FRONT STREET , ROANOKE, IL 61561				

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]	State Labor Allowance			[redacted]	RELAY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

OIL AND FILTER SERVICED ([redacted]) TIRE ROTATION NO ROTATE ([redacted]) MULTIPOINT INSPECTION ([redacted]) RECALL [redacted] HEATER RELAY OPEN RECALL REPLACED HEATER RELAY [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**	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]

Condition Information

Condition						Part Name	Quantity	Failed	Expense	Expense
[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]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted] T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	6		92.63	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped				[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped				[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped				[redacted] T	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped				FLUID AFT	6		92.63	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	[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]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06509166AA	BOLT	4		30.15	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	[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		92.63	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE TRANS IS NOT SHIFTING AND THE CHECK ENGINE LIGHT IS ON PERFORM MULTI POINT INSPECTION HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOUR [redacted] USE (UP TO A MAX OF [redacted]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

(RO) Cause:

MULITPLE GEAR RATIO ERROR DTCS SET. PERFORM SERVICE BULLETIN FOR DISLODGE K1 SNAP RING. REMOVE TRANSMISSION AND INSPECT K1 CLUTCH. FOUND SNAP RING DISLODGED

(RO) Correction:

REPLACE K1 INPUT ASSEMBLY [redacted] PROPELLER SHAFT EQUIPPED [redacted] EQUIPPED [redacted] COMPLETED MULTI POINT INSPECTION N

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE TRANS IS NOT SHIFTING AND THE CHECK ENGINE LIGHT IS ON

(Claim) Cause:

MULITPLE GEAR RATIO ERROR DTCS SET. PERFORM SERVICE BULLETIN FOR DISLODGE K1 SNAP RING. REMOVE TRANSMISSION AND INSPECT K1 CLUTCH. FOUND SNAP RING DISLOD GED

(Claim) Correction:

REPLACE K1 INPUT ASSEMBL[redacted] PROPELLER SHAFT EQUIPPED [redacted] EQUIPPED [redacted]

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

Dealer Information

Code	68832	**Name**	[redacted]	**Zone**	[redacted]
Address	2809 PORTLAND ROAD , NEWBERG, OR 97132				

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1293.68	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	4		50.41	$225.01
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted] T	1	X	1293.68	$225.01
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	[redacted]			$225.01
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted] T	1	X	1293.68	[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]

RO Narratives

(RO) Customer Concern:

[CUSTOMER STATES AFTER PICK UP THE CHECK ENGINE LIGHT CAME ON AND IT HAS NO POWER IN LIMP MODE NO DRIVE GEAR]

(RO) Cause:

[redacted]H KIT [redacted], truck does not move in drive . fault p0731 .

(RO) Correction:

[redacted] KIT [redacted], truck does not move in drive . faultp0731 . lo [redacted] 4.6 lo [redacted].6 lo21000a60 1.2 . As per warranty guidelines r+rtrans and replaced k1 input shaft assembly.Drained and replenished fluids, no furtherdamage or discoloration found. All operationsnormal and road test is good. [redacted] Diagnostics Perform DTC Inspection Diagnostics

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES AFTER PICK UP THE CHECK ENGINE LIGHT CAME ON AND IT HAS NO PO WER IN LIMP MODE NO DRIVE GEAR]

(Claim) Cause:

[redacted] KIT [redacted], TRUCK DOES NOT MOVE IN DRIVE . [redacted] P07 31 .

(Claim) Correction:

VERIFIED CUSTOMER CONCERN. PERFORM DTC INSPECTION. [redacted] KIT [redacted], TRUCK DOES NOT MOVE IN DRIVE . [redacted] [redacted] 1.2 . AS PER WARRANTY GUIDELINES R+R TRANS AND RE PLACED [redacted] INPUT SHAFT ASSEMBLY. DRAINED AND REPLENISHED FLUIDS, NO FURTHER DAM AGE OR DISCOLORATION FOUND. ALL OPERATIONS NORMAL AND ROAD TEST IS GOOD.

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]		***Name***	[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 [redacted]	RELAY	1	X	62.33 [redacted]	$41.14 [redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) General Concern 1 [Customer States VEHICLE WIL NOT PULL OR GO INTO REVERSE CHECK AND ADVISE.]

(RO) Cause:

F F

(RO) Correction:

[redacted] RECALL [redacted] REPLACED INTAKE HEATERRELAY REPLACE RELAY,INTAKE AIR HEATER Multi-point inspection (according to maintenanceinterval) [redacted] VEHICLE CHECKUP WITH BATTERY TEST [redacted] SNAP RING The transmission will notshift into/ or out of [redacted]- [redacted] gears.P0731-00 - Gear 1 Shift Incorrect Ratio.TSB: [redacted] REV. A. The K1 clutch snap ringdislodged, resulting in loss of torquetransfer for lower gears 1, 2, 3 and 4.REPLACED K1 Clutch / Input Shaft Assembly -Inspect and Replace Sub-Assembly K1 ClutchHub K2 Clutch Hub. ADDED FLUID AND QUICKLEARNED. ROAD TEST WITH NORMAL TRANSPERFORMANCE E [redacted] [redacted] PROPELLEER SHAFT EQUIPPED TRANS DEF EQUIPPED [redacted] PICK UP ONLY 4X4 EQUIPPED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WILL NOT GO INTO GEAR FORWARD OR BACKWARD

(Claim) Cause:

FOUND NOT SHIFTING [redacted]

(Claim) Correction:

SNAP RING THE TRANSMISSION WILL NOT SHIFT INTO/ OR OUT O[redacted]T ,,,,- [redacted] GEARS . [redacted] GEAR 1 SHIFT INCORRECT RATIO. TSB[redacted]3 ,,,,REV. A. THE K1 C LUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE ,,,,TRANSFER FOR LOWER GEARS 1, 2, 3 AND 4. REPLACED K1 CLUTCH / INPUT ,,,,SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY K1 CLUTCH HUB K2 ,,,,CLUTCH HUB. ADDED FLUID AND QU ICK LEARNED. ROAD TEST WITH NORMAL TRANS ,,,,PERFORMANCE

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**		**Total Paid**	[redacted]

Dealer Information

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

Condition Information

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

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 check for lack of forward gear engagement. *General Concern #1 Perform RSUs [redacted] My DD-DP[redacted] Transmission Gear 1-4 IN-OP. Multi-point inspection (according to maintenance interval) TECHNICIAN IN TRAINING CUSTOMER STATES REPLACE TRANSMISSION RENTAL VEHICLE - ALTERNATE TRANSPORTATION - [redacted] - PROVIDED BY ENTERPRISE RENTAL ADDITIONAL FLAT RATE TIME - HD WARRANTY AUTOMATIC TRANSMISSION REPAIRS - TURLOCK CDJR

(RO) Cause:

confirmed transmission is still having same problem contacted [redacted] and was told to inspect air check clutched and failed. found piston leaking air in k1 clutch. told [redacted] my findings. they recommended to perform [redacted] [redacted] again. ordered parts. performed [redacted] Clutch / Input Shaft Assembly - Inspected and Replaced Sub-Assembly . removed transmission and disassembled. found drums for k1 and k2 scored and burnt. [redacted] recommned to replace transmission and they ordered transmission. was told by [redacted] to replace transmission and not the cooler. RENTAL AGREEMENT[redacted], DATED [redacted] AT [redacted]..

(RO) Correction:

[redacted] performed recall [redacted] replaced heater grid relay. removed transmisison to perform [redacted] [redacted] again replacing k1 clutch assy. removed other clutshed and found drums for k1 and k2 scored and burnt. told [redacted] my findings. installed transmission to push vehicle out. they ordered a full transmission. performed [redacted] Clutch / Input Shaft Assembly - Inspected and Replaced Sub-Assembly . replaced transmisison, topped off fluid, performed quick learn. as per [redacted], was told from [redacted] to not replace cooler. test drove and rechecked good at this time. RENTAL VIN[redacted].. UNIT#[redacted]

(RO) Technical Notes:

PART[redacted] ORDER[redacted] ORDER TYPE: DAILY ER REVIE W OF PART BACKORDER DETAILS... THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER . IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted] INCLUDE VIN & CONCERN. DRUMS FOR K1 AND K2 SCORED AND BURNT/ STAR RECOMMEND REPLACEMENT ENT. THERE SHOULDN T BE ANY OVERLAP AS HE DID THE [redacted] AND THEN REPLACED THE TRANSMISSION. PLEASE SEE ATTACHMENT FOR HARD COPY, TECH NOTES, TIME PUNCH, RENTAL INVOICE, AND STAR CASE COPIES. NOTE: ASKING FOR THE RENTAL DAYS AS WE HAD TO WAIT FOR THE [redacted] [redacted], THEN WE HAD AN OPEN [redacted] STAR, THEN WE HAD TO WAIT FOR THE TRANSMISSION. PLEASE ADVISE, THANK YOU.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES REPLACE TRANSMISSION. PERFORM [redacted] DD[redacted] AISIN TRANSMISSION GEAR 1-4 IN-OP

(Claim) Cause:

PERFORMED RSU 2[redacted] K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECTED AND REPLACED REMOVED TRANSMISSION AND DISASSEMBLED. FOUND DRUMS FOR K1 AND K2 SCORED AND BU SUB-ASSEMBLY RNT. STAR RECOMMEND REPLACING TRANSMISSION AND THEY ORDERED TRANSMISSION. WA S TOLD BY STAR TO REPLACE TRANSMISSION AND NOT THE COOLER.

(Claim) Correction:

PERFORMED RSU 2[redacted] K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECTED AND REPLACED SUB-ASSEMBLY REPLACED TRANSMISSION, TOPPED OFF FLUID, PERFORMED QUICK LEARN. AS PER STAR, W AS TOLD FROM STAR TO NOT REPLACE COOLER. TEST DROVE AND RECHECKED GOOD AT TH IS 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	$1,889.56	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	71 [redacted]
Address	1600 AUTO MALL DR , [redacted] , CA 95380				

Condition Information

Condition	[redacted]		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] 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]	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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		60.33	[redacted]
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	21002760	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		[redacted] ; [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	

B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Check Tire Pressure Recall / Customer Satisfaction Notification 1 Safety Recall [redacted]- Intake Air Grid Heater Relay ** *Automatic Transmission Concern Customer states check for lack of forward gear engagement. *General Concern #1 Perform [redacted]s [redacted] My DD[redacted]2 Aisin Transmission Gear [redacted]-OP. Multi-point inspection (according to maintenance interval) TECHNICIAN IN TRAINING CUSTOMER STATES REPLACE TRANSMISSION RENTAL VEHICLE - ALTERNATE TRANSPORTATION - [redacted] - PROVIDED BY ENTERPRISE RENTAL ADDITIONAL FLAT RATE TIME - HD WARRANTY AUTOMATIC TRANSMISSION REPAIRS - TURLOCK CDJR

(RO) Cause:

confirmed transmission is still having same problem contacted star and was told to inspect air check clutched and failed. found piston leaking air in k1 clutch. told star my findings. they recommended to perform [redacted] again. ordered parts. performed [redacted] Clutch / Input Shaft Assembly - Inspected and Replaced Sub-Assembly . removed transmission and disassembled. found drums for k1 and k2 scored and burnt. star recommned to replace transmission and they ordered transmission. was told by star to replace transmission and not the cooler. RENTAL AGREEMENT[redacted], DATED [redacted] AT [redacted]..

(RO) Correction:

[redacted] performed recall [redacted] replaced heater grid relay. removed transmisison to perform [redacted] again replacing k1 clutch assy. removed other clutshed and found drums for k1 and k2 scored and burnt. told star my findings. installed transmission to push vehicle out. they ordered a full transmission. performed [redacted] Clutch / Input Shaft Assembly - Inspected and Replaced Sub-Assembly . replaced transmisison, topped off fluid, performed quick learn. as per star, was told from star to not replace cooler. test drove and rechecked good at this time. RENTAL VIN[redacted].. UNIT[redacted]

(RO) Technical Notes:

PART[redacted] ORDER[redacted] ORDER TYPE: DAILY ER REVIE W OF PART BACKORDER DETAILS... THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER . IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted] INCLUDE VIN & CONCERN. DRUM[redacted] AND K2 SCORED AND BURNT/ [redacted] RECOMMEND REPLACEMENT ENT. THERE SHOULDN T BE ANY OVERLAP AS HE DID THE TSB AND THEN REPLACED THE TRANSMISSION. PLEASE SEE ATTACHMENT FOR HARD COPY, TECH NOTES, TIME PUNCH, RENTAL INVOICE, AND [redacted] CASE COPIES. NOTE: ASKING FOR THE RENTAL DAYS AS WE HAD TO WAIT FOR THE TSB PARTS [redacted], THEN WE HAD AN OPEN CASE WITH [redacted], THEN WE HAD TO WAIT FOR THE TRANSMISSION. PLEASE ADVISE, THANK YOU.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES REPLACE TRANSMISSION. PERFORM [redacted] [redacted] MY DD[redacted] AISIN TRANSMISSION GEA[redacted] [redacted]-OP

(Claim) Cause:

PERFORMED [redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECTED AND REPLACED REMOVED TRANSMISSION AND DISASSEMBLED. FOUND DRUM[redacted] AND K2 SCORED AND BU SUB-ASSEMBLY RNT. [redacted] RECOMMEND REPLACING TRANSMISSION AND THEY ORDERED TRANSMISSION. WA S TOLD BY [redacted] TO REPLACE TRANSMISSION AND NOT THE COOLER.

(Claim) Correction:

PERFORMED [redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECTED AND REPLACED SUB-ASSEMBLY REPLACED TRANSMISSION, TOPPED OFF FLUID, PERFORMED QUICK LEARN. AS PER [redacted], W AS TOLD FROM [redacted] TO NOT REPLACE COOLER. TEST DROVE AND RECHECKED GOOD AT TH IS TIME.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP9L63 - RAM 4500 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**		**Zone**	71
Address	[redacted]				

Condition Information

Condition	[redacted]		Failure	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	[redacted]			
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	[redacted]			
A	[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	BOLT	[redacted]			

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

INTERNAL CONCERN PRESENT - ALSO LEAKING AND DTC [redacted], [redacted]

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [TRANS FLUID LEAKING]

(Claim) Cause:

CHECKED AND VERIFIED CONCERN FOUND TRANSMISSION FLUID LEAKING FROM FRONT OF B ELLHOUSING ... FOUND FLUID LEVEL WITHIN SPEC'S BUT THE LOWER SIDE . FOUND DTC' S [redacted] SHIFT INCORRECT RATIO , [redacted] OUTPUT SHAFT SPEED SENSOR CIRCUIT LOW . CHECKED AND PERFORMED INSPECTION AS PER [redacted] AS PER [redacted] THE TRAN SMISSION HAS AN INTERNAL CONCERN PRESENT ... DUE TO THE RECENT REPLACEMENT OF TRANSMISSION FOR THIS SAME CONCERN CONTACTING FACTORY WILL BE NECESSARY ... STAR CASE STATES TO GET WITH PTSC AND ORDER A NEW UNIT ...

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION DUE TO AN INTERNAL PORUS CASE CONCERN . REA SSEMBLED AND PERFORMED QUICKLEARN . VERIFIED FLUID LEVEL AND TEST DROVE TO VE RIFY REPAIRS .

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[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] R CASPER, INC	***Zone***	[redacted]
Address	[redacted]				

Condition Information

Condition Code	[redacted]		***Failure***	***Failure*** [redacted]	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]2	Wiring harness, body ; Right, chassis - [redacted] diesel engine	[redacted]	SPLIT, CUT [redacted]	[redacted]	WIRING	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT CAME ON ON TEST DRIVE. CHECK AND ADVISE. BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE [redacted] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATESAND SPECIAL CUSTOMER OFFERS.YOU CANOPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR.

(RO) Cause:

WIRING RUBBED

(RO) Correction:

[redacted] VERIFIED CUSTOMERS CONCERN AND FOUNDHARNESS RUBBED THROUGH CAUSING CONCERN.REMOVED AND REPLACED CHASSIS HARNESS ANDVERIFIED CORRECT OPERATION. CHASSIS WIRING REPAIR BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [redacted] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR. BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [redacted] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLINGYOUR SERVICE ADVISOR.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT

(Claim) Cause:

CHASSIS HARNESS RUBBED THROUGH

(Claim) Correction:

TECH VERIFIED CONCERN, INSPECTED WIRING AND FOUND CHASSIS HARNESS RUBBED THROU GH. REPLACED HARNESS AND VERIFIED 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	W - Warranty	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

Code	[redacted]	***Name***	FLOWER MOTOR CO INC	[redacted]	[redacted]
Address	2580 N TOWNSEND , MONTROSE, CO 81402				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Transmission ; DEF equipped [redacted] 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]
[redacted]	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	$121.99

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE WILL NOT SHIFT INTO THE LOWER GEARS. ADVISE.

(Claim) Cause:

VERIFIED CUSTOMER CONCERN NO FORWARD GEARS P0731, [redacted] PERFORMED DOCUMENTS , PICTURE, AND REPORTS TO POWERTRAIN. REPAIR IS APPROVED.

(Claim) Correction:

REPLACED TRANSMISSION, TEST DROVE AND VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

[redacted]	[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	, ,		

Condition Information

Condition		[redacted]	Failure	Failure	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BEARING	1		33.17	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				HUB	1		317.77	[redacted]
A	21000A60	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1137.77	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				HUB	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				O-RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GASKET	1		34.64	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BEARING	1		33.17	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	HUB	1		317.77	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1137.77	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	HUB	1		161.21	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		317.77	[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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	O-RING	1		28.37	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece 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]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		317.77	[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]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[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	[redacted]	[redacted]	[redacted]	O-RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Customer states truck towed in no gears. Recall #: [redacted], Launch Date: [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

[redacted] incorrect gear engaged [redacted] gear 1 shift incorrect ratio tsb [redacted] upon transmission removal and teardown for inspection found k1 clutch drum snap ring. snap ring became dislodged and damaged k2 drum and k1 hub.

(RO) Correction:

after parts arrived. followed service info procedures to put transmission back together. after installing transmission, performing a quick learn and test driving the truck shifts as it should no DTCs . LOPS [redacted] FOR [redacted] [redacted] FOR [redacted], [redacted] FOR [redacted], AND [redacted] FOR [redacted] NONE. PARTS NOT IN STOCK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRUCK TOWED IN NO GEARS

(Claim) Cause:

[redacted], [redacted], [redacted] UPON TRANSMISSION REMOVAL AND TEARDOWN FOR INSPECT ION FOUND K1 CLUTCH DRUM SNAP RING. SNAP RING BECAME DISLODGED AND DAMAGED K 2 DRUM AND K1 HUB

(Claim) Correction:

FOLLOWED SVC INFO PROCEDURE TO PUT TRANSMISSION BACK TOGETHER.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			05189966AD	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	GASKET	1		57.17	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	FILTER	1		141.52	[redacted]
[redacted]		Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1	X	[redacted]	
[redacted]		Pan, Oil - Related Repairs ; Aisin Transmission			05189966AD	FLUID AFT	9		[redacted]	[redacted]
[redacted]		Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	GASKET	1		57.17	[redacted]
[redacted]		Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	FILTER	1		141.52	[redacted]
A	[redacted]	Valve Body ; Valve body - [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1		57.17	[redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FILTER	1		141.52	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace ([redacted] Highly Skilled)			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace ([redacted] Highly Skilled)			[redacted]	GASKET	1		57.17	[redacted]

A	[redacted]	Harness wiring ; Transmission valve body Wiring harness - Replace (3 - Highly Skilled)			[redacted]	FILTER	[redacted]			[redacted]
B	[redacted]	Wiring harness, transmission ; Automatic transmission	ML	CHECK [redacted] /SERVICE SO	[redacted]	WIRING	1	X	[redacted]	[redacted]
B	[redacted]	Wiring harness, transmission ; 4X4/AWD equipped			[redacted]	WIRING	1	X	[redacted]	[redacted]
B	[redacted]	[redacted] Authorization ; [redacted] Authorization			[redacted]	WIRING	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [Customer Statesvehicle is still shifting hard whengoing from park to drive and also will not shift past [redacted] DIAGNOSIS FOR REPAIRS MISC P OP [redacted]S MISC P OP [redacted]S

(RO) Cause:

. .

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM [redacted] MAINTENANCE INSPECTION General Concern #1 DIAGNOSIS FOR REPAIRS [redacted] ran dtcs found code [redacted] followedpin point test found a broken wire repairedbroken wire and retest code came back checkedresistance to solenoid found it was out ofspec remove and replace valve body andharness per pin point test. all checks outgood now MISC P OP [redacted]S MISC P OP [redacted]S

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES VEHICLE IS STILL SHIFTING HARD WHEN GOING FROM PARK TO DRIVE AND ALSO WILL NOT SHIFT PAST [redacted]

(Claim) Cause:

RAN DTCS FOUND [redacted] FOLLOWED PIN POINT TEST FOUND A BROKEN WIRE RAN DTCS FOUND [redacted] FOLLOWED PIN POINT TEST FOUND A BROKEN WIRE REPAIRED BROKEN WIRE AND RETEST [redacted] CAME BACK CHECKED RESISTANCE TO SOLENOID FOUN D IT WAS OUT OF SPEC

(Claim) Correction:

REPLACED THE TRANSMISSION WIRING HARNESS AND RETEST [redacted] CAME BACK REMOVE AND REPLACE VALVE BODY AND HARNESS PER PIN POINT TEST. ALL CHECKS OUT G OOD NOW

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

Dealer Information

[redacted] ***Name***	[redacted]
Address	WEST HIGHWAY 70 , RUIDOSO, NM 88345

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	RELAY	1	X	56.77	$30.73 [redacted]

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection Recall / Customer Satisfaction Notification 1 [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE TRUCK WENT INTO LIMP MODE WHILE TOWING [redacted] TRAILER S USPECTS TRANSMISSION ISSUES, CHECK AND ADVISE

(Claim) Cause:

VERIFIED CUSTOMERS CONCERNS TO FIND ACTIVE CODES [redacted], GEAR SHIFT 1 INCORRECT RATIO, [redacted], GEAR 4 INCORRECT SHIFT RATIO FIND [redacted] DIRECTED TO R EBUILD TRANSMISSION- COMPLETED REBUILD AND NO CHANGE- CURRENT CODES STILL PR ESENT AND LIMP MODE- PERFORMED TRANSMISSION UPDATE, STILL LIMP MODE NO MOVEM ENT--CONTACTED DM AND ADVISED TO INSTALL NEW TRANSMISSION

(Claim) Correction:

INSTALLED NEW TRANSMISSION AND CORRECTED ALL FLUID LEVELS- TEST DROVE TRUCK AN NSTALLED NEW TRANSMISSION AND CORRECTED ALL FLUID LEVELS- TEST DROVE TRUCK AND VERIFIED REPAIRS- RETURNED TO CUSTOME[redacted] D VERIFIED REPAIRS- RETURNED TO CUSTOME[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**	$1,266.[redacted]	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

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] 4x4 pick-up only				1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			FLUID AFT	7		94.98	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped				[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION		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	FLUID AFT	7		94.98	
[redacted]		Wheel Balance ; Dual rear wheel equipped-Front-[redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)					
B	[redacted]	Wheel Balance ; Dual rear wheel equipped-Rear-Right side							
[redacted]		Wheel Balance ; Dual rear wheel equipped-Rear-Left							

		side								

RO Narratives

(RO) Customer Concern:

C/S VEHICLE ONLY GOES IN REVERSE, CHECK AND ADVISE QL CHECK UP : CUSTOMER STATES HAS A VIBRATION FROM TIRES SINCE HE PURCHASED THE TRUCK CHECK AND ADVISE RECALL/CAMPAIGNS [redacted] HEATER RELAY PART ORDERED WILL HAVE TO RETURN TO INSTALL

(RO) Cause:

NA

(RO) Correction:

removed transmission and replaced k1 clutch hub assembly. no issue after repairs [redacted] RAISED VEHICLE ON A LIFT, REMOVED ALL 6 TIRES AND [redacted]. CHECKED BALANCE AND ROAD FORCE ON [redacted] AND [redacted]. FOUN[redacted] AND [redacted]S TO BE OUT OF BALANCE.BEFORE:[redacted], [redacted], [redacted], [redacted]AFTER:LF-OK, RF-OK, [redacted]-OK, LRI-OK, RRO-OK, RRI-OKBALANCED [redacted] AND [redacted] TO SPEC. FOUND ROAD FORCE TO BE IN SPEC. TEST DROVE VEHICLE TO VERIFY REPAIRS. VEHICLE IS DRIVING AS DESIGNED AT THIS TIME.

(RO) Technical Notes:

TIRE VIBRATION

GCS Narratives

(Claim) Customer Concern:

: CUSTOMER STATES HAS A VIBRATION FROM TIRES SINCE HE PURCHASED THE TRUCK CHEC C/S VEHICLE ONLY GOES IN REVERSE, CHECK AND ADVISE K AND ADVISE

(Claim) Cause:

snap ring out of k1 hub road test at highway speed.vibration felt in steering wheel and increases wih speed.

(Claim) Correction:

removed transmission and replaced k1 clutch hub assembly. no issue after repai rs [redacted] RAISED VEHICLE ON A LIFT, REMOVED ALL 6 TIRES AND [redacted]. CHECKED BALANCE AND ROAD FORCE ON [redacted] AND [redacted]. FOUN[redacted] AND [redacted]S TO BE OUT OF BA LANCE. BEFORE:[redacted], [redacted], [redacted], [redacted] AFTER:LF-O K, RF-OK, [redacted]-OK, LRI-OK, RRO-OK, RRI-OK BALANCED [redacted] AND [redacted] TO SPEC . FOUND ROAD FORCE TO BE IN SPEC. TEST DROVE VEHICLE TO VERIFY REPAIRS. VEHICL E IS DRIVING AS DESIGNED AT THIS TIME.

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

Condition Information

Condition			Failure	Failure		[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$162.02
[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 ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[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]

RO Narratives

(RO) Customer Concern:

C/S WILL NOT GO FORWARD, ONLY REVERSE, CHECK AND ADVISE - REF [redacted] TOWING DIESEL INSPECTION: Perform a thorough inspection of your vehicle and provide a|detailed Vehicle Report Card. Inspect Diesel Engine|Maintenance Items, Check Fluid Levels, Inspect Wiper Blades,|Test Battery, Inspect Tires and Brake Wear, Inspect safety|syst

(RO) Cause:

TOWING

(RO) Correction:

removed transmisson and replaced k1 clutch assembly. no issues after repairs tsb [redacted] Perform Diesel multi-point vehicle inspection and record|results on Vehicle Report Card.

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

C/S WILL NOT GO FORWARD, ONLY REVERSE, CHECK AND ADVISE - REF [redacted]

(Claim) Cause:

k1 snap ring out of place

(Claim) Correction:

removed transmisson and replaced k1 clutch assembly. no issues after repairs tsb [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]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	SIERRA BLANCA MOTOR CO	**Zone**	70	[redacted]	
Address	WEST HIGHWAY 70 , RUIDOSO, NM 88345						

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	[redacted] Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		30.01	[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]	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]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	5		[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 -	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	

		[redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		40.41	[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]	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]	D-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	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	RING	1		25.58	[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		7.14	[redacted]
C	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
C	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
C	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	$61.46
C	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	

C	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[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:

Perform DTC Inspection Recall / Customer Satisfaction Notification 1 TCM

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE TRUCK WENT INTO LIMP MODE WHILE TOWING [redacted] TRAILER S USPECTS TRANSMISSION ISSUES, CHECK AND ADVISE

(Claim) Cause:

VERIFIED CUSTOMERS CONCERNS TO FIND ACTIVE CODES [redacted], GEAR SHIFT 1 INCORRECT RATIO, [redacted], GEAR 4 INCORRECT SHIFT RATIO FIND [redacted] DIRECTED TO R EBUILD TRANSMISSION- COMPLETED REBUILD AND NO CHANGE- CURRENT CODES STILL PR ESENT AND LIMP MODE- PERFORMED TRANSMISSION UPDATE, STILL LIMP MODE NO MOVEM ENT--CONTACTED DM AND ADVISED TO INSTALL NEW TRANSMISSION

(Claim) Correction:

INSTALLED NEW TRANSMISSION AND CORRECTED ALL FLUID LEVELS- TEST DROVE TRUCK AN NSTALLED NEW TRANSMISSION AND CORRECTED ALL FLUID LEVELS- TEST DROVE TRUCK AND VERIFIED REPAIRS- RETURNED TO CUSTOME[redacted] D VERIFIED REPAIRS- RETURNED TO CUSTOME[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P92 - 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]

[redacted]

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

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 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) (Replace [redacted]) CUST states nail in sidewall of driver front tire Please pri ce out tire (General Concern 1)

(RO) Cause:

FACTORY RECALL MAINTENANCE TIRE IS UNREPAIRABLE CUST REQUEST SWAP SPARE TIRE ONTO DRIVER FRONT WHEEL

(RO) Correction:

COMPLETED \ REPLACED GRID HEATER RELAY SERVICE COMPLETE 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] 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182 [redacted] Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	50.34	$35.52 [redacted]

RO Narratives

(RO) Customer Concern:

Recall Customer Satisfaction Notification [redacted] Ram Heavy Duty Grid Heater Relay.S.O.P. HERE [redacted] DJD2DDDP TRUCKS 6.7L CUMMINS NO START Multi-point inspection (according to maintenance interval) *Set Tire Pressures *SMCDJR is not responsible for fire, theft, damage or act of God caused by a 3rd party to any vehicle left in our possession.

(RO) Cause:

NA

(RO) Correction:

Replaced Relay, Intake Air Heater lop: [redacted] [redacted] PART IS ORDER WITH BACK ORDER STATUS AND WILL CALL WHEN PART ARRIVE. MPI LF LR RF RR 80/65psi

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	2638 W STATE ST , BRISTOL, TN 37620				

Condition Information

Condition [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	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GASKET	1		9.98	[redacted]
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 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]	FLUID AFT	5		70.08	$29.96
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		9.98	$29.96
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		70.08	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES THE VEHICLE WILL ONLY GO IN REVERSE AND WILL NOT GO FORWARD] Moved to: [redacted] Line: A Moved to: [redacted] Line: B Multi-point inspection (according to maintenance interval) CUSTOMER REQUESTS TO REMOVE AND REINSTALL PTO FOR REPAIR WORK

(RO) Cause:

NA

(RO) Correction:

Automatic Transmission Concern CUSTOMER STATES Moved to: [redacted] Line: A Moved to: [redacted] Line: B Multi-point inspection (according to maintenanceinterval) COMPLETE MULTI POINT VEHICLE CHECK UP CUSTOMER STATES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE WILL ONLY GO IN REVERSE AND WILL NOT GO FORWARD

(Claim) Cause:

VERIFY COMPLAINT, VEHICLE WILL NOT MOVE IN FORWARD GEARS. SCANNED VEHICLE, FOU ND ACTIVE COD[redacted]. REMOVED TRANSMISSION & TRANSFER CASE. DISASSEMBLED TRA NS AND FOUND K1 SNAP RING DISLODGED.

(Claim) Correction:

INSTALLED NEW K1 CLUTCH ASSY. REASSEMBLED TRANS ASSY AND CLEARED CODES. FILLED TRANS & TEST DROVE.

Warranty Claim Report

Vehicle Information

VIN	[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**	SAFFORD [redacted] JEEP OF [redacted]	**Zone**	[redacted]
Address	6801 COMMERCE ST , [redacted] VA 22150				

Condition Information

Condition			Failure	Failure Desc	Part Number	[redacted] Name	Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Cooler, EGR ; 6.7 [redacted] truck		CHECK [redacted] /SERVICE SO	[redacted]	COOLER	1	X	[redacted]	[redacted]
A	[redacted]	Cooler, EGR ; [redacted] only			[redacted]	COOLER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall Customer Satisfaction Notification [redacted] RAM HEAVY DUTY GRID HEATER RELAY (Recall Customer Satisfacti on Notification 1) CUST STATES VEHICLE IS LOSING POWER WHEN ACCELERATING AND HA D A THROTTLE BODY CODE WITH AN AIR LEAK BETWEEN MAF CHECK AN D ADVISE (Engine Performance Concern)

(RO) Cause:

TECH FOUND CODE [redacted] EGR FLOW INSUFFICIENT FLOW DETECTED INTERNAL FAILURE ON EGR VALE

(RO) Correction:

SPECIAL ORDER PARTS REPLACED EGR COOLER, REPAIR COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEHICLE IS LOSING POWER WHEN ACCELERATING AND HA D A THROTTLE BOD Y CODE WITH AN AIR LEAK BETWEEN MAF CHECK AN D ADVISE

(Claim) Cause:

TECH FOUND CODE [redacted] EGR FLOW INSUFFICIENT FLOW DETECTED INTERNAL FAILURE ON EGR VALE

(Claim) Correction:
REPLACED EGR COOLER, REPAIR COMPLETED

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**	$1,470.40	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	1708 WEST MARLTON PIKE , CHERRY HILL, NJ 08002		

Condition Information

Condition	[redacted]		Failure	Failure	[redacted]	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				[redacted]			[redacted]	
A	[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				GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped				CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$33.40
A	[redacted] 1	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		29.87	[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]		4		29.87	[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]	GREASE	1		64.14	[redacted]
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]

RO Narratives

(RO) Customer Concern:

Customer states cel. multiple transd codes. has no enguagment in drive CAMPAIGN; RECALL [redacted]

(RO) Cause:

K1 SNAPRING DISLODGED RECALL ATTACHED

(RO) Correction:

REMOVED AND REPLACED SUBASSEMBLY K1 CLUTCH KIT PERFORMED RECALL [redacted]REPLACED HEATER RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON & VEHICLE DOES NOT MOVE IN DRIVE

(Claim) Cause:

TECH VERIFIED K1 SNAP RING DISLODGED. FOUND FAULT [redacted], [redacted], [redacted]

(Claim) Correction:

REMOVE & REPLACE SUB ASSEMBLY K1 CLUTCH KIT.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	[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]	**[redacted]let**	[redacted]	**[redacted]rt**	[redacted]00	**Total Paid**	[redacted]

Dealer Information

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

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	1205.15	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	6		23.64	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68456960AA	[redacted]			[redacted]70.76	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		33.33	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		35.79	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68254056AB	HUB	1		336.59	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		35.14	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		10.26	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05019061AB	GREASE	1		58.53	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68019782AA	[redacted]	1		6.73	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244579AA	[redacted]	1		30.05	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244638AA	GASKET	1		36.70	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253814AA	RACE	1		40.14	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		29.55	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68269548AA	[redacted]			[redacted].68	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]			[redacted].42	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	9		125.61	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	5		69.78	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	1		6.81	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	1		6.81	[redacted]
A	[redacted]	Transmission ; [redacted] equipped			[redacted]	[redacted]	1		11.74	[redacted]

		[redacted] [redacted] pick-up only								
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	[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]	
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]	GREASE	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]	[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]	[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]	RACE	1		16.42	$226.22

		[redacted]C ; 4X4 equipped								
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	5		[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			06509166AA	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	1		11.74	$226.22
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]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68089195AA	LUBRICANT	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]	
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]	SNAP RING	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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			68253814AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68253816AA	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]	[redacted]
A	[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]	FLUID AFT	5		[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]	BOLT	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]	WASHER	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]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	LUBRICANT	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[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			68269568AB	SNAP RING	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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
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			68269549AA	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]	FLUID AFT	9		[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	5		[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	[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]	LUBRICANT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
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		23.64	[redacted]
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		170.76	[redacted]
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		35.14	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		58.53	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		6.73	[redacted]
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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		16.42	[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]	RACE	1		16.58	[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	[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	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
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		11.74	[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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		6.81	[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]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

PER FEDERAL REGULATIONS SET TIRE PRESSURES ACCORDING TO MANUFACTURER RECOMMENDATION CLIENT STATES CHECK ENGINE LIGHT IS ON. WHILE TRAVELING ACROSS COUNTRY VEHICLE LOST POWER. FROM STOP MOTOR WILL REV BUT NOT MOVE. VEHICLE WENT IN TO LIMP MODE FOR THE LAST [redacted] UNTIL T REACHED THE DEALERSHIP. [redacted] NOT AVAILABLE ALSO MESSAGE ALSO APPEARED. TRANNY FLUID TEMP REACHED [redacted]. CHECK ENGINE LIGHT PRESENT UPON ARRIVAL-INSPECT AND ADVISE.

(RO) Cause:

PER FEDERAL REGULATIONS SET TIRE PRESSURES ACCORDING TO MANUFACTURER RECOMMENDATION

(RO) Correction:

PER FEDERAL REGULATIONS SET TIRE PRESSURES ACCORDING TO MANUFACTURER RECOMMENDATION VERIFIED CUSTOMER COMPLAINT, CONNECTED VEHICLE TO WITECH AND CHECKED DTCS. FOUND DTCS [redacted] - Gear 1 Shift Incorrect Ratio- AND [redacted] - Gear 2 Shift Incorrect Ratio- (ACTIVE). FOUND TSB : [redacted] A. (TRUCK WILL NEED TSB PERFORMED) This bulletin involves replacing the [redacted] clutch drum snap ring and possibly the [redacted] input shaft drum subassembly. (TRANSMISSION TEARDOWN REQUIRED). removed transmission assembly and performed tear down and inspection. REMOVED TRANS. BELL HOUSING, TRANS. OIL PUMP. Remove the input shaft assembly with the [redacted] and K2 clutch assemblies FOUND THE 1snap ring has become dislodged IN THE [redacted] INPUT ASSEMBLY AND HAS DAMAGED THE [redacted] HUB AND K2 CLUTCH HUB. ORDER PARTS. GOT PARTS AND REPLACED THE [redacted] INPUT ASSEMBLY, [redacted] HUB AND K2 CLUTCH HUB AND THRUST BEARINGS PER TSB. REPLACED TRANS. PUMP SEAL AND GASKET. REINSTALLED PUMP AND TORQUED TO SPECS. INSTALLED BELL HOUSING AND TORQUED TO SPEC.S REINSTALLED TRANSMISSION ASSEMBLE, TRANSFER CASE, FRONT AND REAR DRIVE SHAFTS. AND TRANS CROSSMEMBER. USED [redacted] ASRC TRANSMISSION FLUID TO TOP OFF TRANS. FLUID. PERFORMED TRANSMISSION UPDATE TO LATEST SOFTWARE. WARMED UP TO OPERATIN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CLIENT STATES CHECK ENGINE LIGHT IS ON. WHILE TRAVELING ACROSS COUNTRY VEHICL E LOST POWER. FROM STOP MOTOR WILL REV BUT NOT MOVE. VEHICLE WENT IN TO LI MP MODE FOR THE LAS[redacted] UNTIL T REACHED THE DEALERSHIP. [redacted] NOT AVAILA BLE ALSO MESSAGE ALSO APPEARED. TRANNY FLUID TEMP REACHED [redacted]. CHEC K ENGINE LIGHT PRESENT UPON ARRIVAL-INSPECT AND ADVISE.

(Claim) Cause:

VERIFIED CUSTOMER COMPLAINT, CONNECTED VEHICLE TO WITECH AND CHECKED DTCS. FOU ND DTCS [redacted] - GEAR 1 SHIFT INCORRECT RATIO- AND [redacted] - GEAR [redacted] INCORRECT RATIO- (ACTIVE). FOUND TSB : [redacted] A. (TRUCK WILL NEED T SB PERFORMED) THIS BULLETIN INVOLVES REPLACING THE [redacted] DRUM SNAP RING AND

POSSIBLY THE K1 INPUT SHAFT DRUM SUBASSEMBLY. (TRANSMISSION TEARDOWN REQUI RED). REMOVED TRANSMISSION ASSEMBLY AND PERFORMED TEAR DOWN AND INSPECTION. REMOVED TRANS. BELL HOUSING, TRANS. OIL PUMP. REMOVE THE INPUT SHAFT ASSEMBLY WITH THE K1 AND [redacted] CLUTCH ASSEMBLIES FOUND THE [redacted] RING HAS BECOME DISLODGED IN THE [redacted] INPUT ASSEMBLY AND HAS DAMAGED THE [redacted] CLUTCH HUB AND [redacted] CLUTCH HUB. ORDER PARTS. GOT PARTS AND REPLACED THE K1 INPUT ASSEMBLY, [redacted] CLUTCH HUB AND [redacted] CLUTCH HUB AND THRUST BEARINGS PER TSB. REPLACED TRANS. PUMP SEAL AND GAS KET. REINSTALLED PUMP AND TORQUED TO SPECS. INSTALLED BELL HOUSING AND TORQU ED TO SPEC.S REINSTALLED TRANSMISSION ASSEMBLE, TRANSFER CASE, FRONT AND REA R DRIVE SHAFTS. AND TRANS CROSSMEMBER. USED [redacted] ASRC TRANSMISSION FLUI D TO TOP OFF TRANS. FLUID. PERFORMED TRANSMISSION UPDATE TO LATEST SOFTWARE. WARMED UP TO OPERATING TEMPERATURE AND PERFORMED TRANSMISSION RELEARN PROCE DURES. ROAD TESTED WORKING PROPERLY HAS DESIGNED.

(Claim) Correction:

PERFROEMD ECU IS UP-TO-DATE. SUCCESSFULLY FLASHED ECU FROM OLD PART [redacted] TO CURRENT PART NUMBE[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]	Zone	66 [redacted]
Address	7726 NORTHPOINT BLVD , WINSTON-SALEM, NC 27106				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; [redacted] equipped 4 pick-up only			[redacted]	HUB	1		206.44	$123.41
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	HUB	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	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	4		67.49	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1456.99	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		206.44	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[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	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]	HUB	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] 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]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) General Concern 1 [Customer States VEHICLE WIL NOT PULL OR GO INTO REVERSE CHECK AND ADVISE.]

(RO) Cause:

F F

(RO) Correction:

[redacted] RECALL [redacted] REPLACED INTAKE HEATERRELAY REPLACE RELAY,INTAKE AIR HEATER Multi-point inspection (according to maintenanceinterval) [redacted] VEHICLE CHECKUP WITH BATTERY TEST [redacted] SNAP RING The transmission will notshift into/ or out of [redacted]- [redacted] gears.P0731-00 - Gear 1 Shift Incorrect Ratio.TSB:[redacted] REV. A. The K1 clutch snap ringdislodged, resulting in loss of torquetransfer for lower gears 1, 2, 3 and 4.REPLACED K1 Clutch / Input Shaft Assembly -Inspect and Replace Sub-Assembly K1 ClutchHub K2 Clutch Hub. ADDED FLUID AND QUICKLEARNED. ROAD TEST WITH NORMAL TRANSPERFORMANCE E [redacted] [redacted] SHAFT EQUIPPED TRANS DEF EQUIPPED [redacted] PICK UP ONLY [redacted] EQUIPPED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WILL NOT GO INTO GEAR FORWARD OR BACKWARD

(Claim) Cause:

FOUND NOT SHIFTING [redacted]

(Claim) Correction:

SNAP RING THE TRANSMISSION WILL NOT SHIFT INTO/ OR OUT O[redacted]T ,,,,- [redacted] GEARS . [redacted] - GEAR 1 SHIFT INCORRECT RATIO. TSB[redacted]3 ,,,,REV. A. THE K1 C LUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE ,,,,TRANSFER FOR LOWER GEARS 1, 2, 3 AND 4. REPLACED K1 CLUTCH / INPUT ,,,,SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY K1 CLUTCH HUB K2 ,,,,CLUTCH HUB. ADDED FLUID AND QU ICK LEARNED. ROAD TEST WITH NORMAL TRANS ,,,,PERFORMANCE

Warranty Claim Report

Vehicle Information

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

Expense

Labor	[redacted]	**Sublet**	$56.49	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	CHERRY HILL DODGE	[redacted]	[redacted]
Address	1708 WEST MARLTON PIKE , CHERRY HILL, NJ 08002				

Condition Information

Condition		**Failure**	**Failure Desc**	**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:

Customer states cel. multiple transd codes. has no enguagment in drive CAMPAIGN; [redacted]

(RO) Cause:

K1 SNAPRING DISLODGED [redacted] ATTACHED

(RO) Correction:

REMOVED AND REPLACED SUBASSEMBLY K1 CLUTCH KIT PERFORMED [redacted] REPLACED HEATER RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$6,405.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	2800 ROW RIVER RD , COTTAGE GROVE, OR 97424				

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] pick-up only			[redacted]	TRANSMISS	1	[redacted]		
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	TRANSMISS	1	[redacted]		
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	[redacted]		
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	[redacted]		
A	[redacted]	Transmission, Replace - automatic ; [redacted] /AWD equipped			[redacted]	TRANSMISS	1	[redacted]		
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	[redacted]		

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES UNHOOKED FROM TRAILER AND WENT TO PULL FORWARD, HAD NO FORWARD GEARS. WILL NOT DRIVE FORWARD, HAS REVERSE. CHECK AND ADVISE.

(RO) Cause:

K1 SNAP RING DISLODGED.

(RO) Correction:

VERIFY CONCERN CHECK CODES HAD P0731. REMOVE TRANSMISSION FROM VEHICLE AND TEAR DOWN AS PER TS[redacted]- [redacted], FOUND SNAP RING HAD DISLODGED AND WENT DOWN TO K2 HUB AND GROUND UP A LOT OF [redacted] THAT WENT INTO THE TRANSMISSION. INSTALL A NEW REMAN TRANSMISSION, TOP OFF FLUID LEVEL, PERFORM QUICK LEARN, CLEAR CODES AND UPDATE TCM SOFTWARE. TEST DRIVE O.K.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER WENT TO PULL FORWARD AND A NOISE AND NO FORWARD GEAR WOULD ENGAUGE. W AS TOWED IN.

(Claim) Cause:

K1 SNAP RING DISLODGED CAUSING DAMAGE TO TRANSMISSION CASE WHEN RING WENT DOEN K2 HUB. TEAR DOWN TRANSMISSION AS PER [redacted].

(Claim) Correction:

VERIFIED CUSTOMER CONCERN AND FOUN[redacted]. FOUND SNAP RING HAS DISLOD GED AND CAUSED DAMAGE TO K2 HUB. EXCESSIVE METAL IN SYSTEM AND THROUGH OUT T RANSMISSION. STAR ADVISED TO ORDER NEW TRANSMISSION, REMOVED AND INSTALLED T RANSMISSION AND CLEARED CODES. TEST DROVE AND OK AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[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***	AUTONATION CHRYSLER DODGE JEEP	***Zone***	[redacted]
Address	21027 NORTH FWY # IH-45 , SPRING, TX 77388				

Condition Information

Condition	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Cable, automatic gearshift selector ; Column mounted shifter	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	CABLE	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 LIGHT ON AND WOULDNT GO INTO GEAR

(Claim) Cause:

MIL ON [redacted]

(Claim) Correction:

UPON INSPECTION FOUND [redacted] TRANSMISSION RANGE SENSOR WENT TO DRIVE IN SH OP FOUND CABLE WAS BINDING NOT SHIFTING SMOOTH CHECKED CABLE FOUND BROKEN END CAUSINMG STICKING REMOVED AND REPLACED THEN RE TESTED SHIFTS SMOTH DID ALIGN MENT AND TEST DROVE ALL [redacted] STAYED CLEAR

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[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**	$50.93	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	919 S 1ST ST , ARTESIA, NM 88210				

Condition Information

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

QUALITY REPAIR CHECK Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] Intake Air Grid Heater Relay **] Automatic Transmission Concern [Customer States transmission issues] Multi-point inspection (according to maintenance interval)

(RO) Cause:

QUALITY REPAIR CHECK INSPECTION

(RO) Correction:

PERFORMED POST REPAIR QUALITY CHECK. PASSED INSPECTION Replaced intake air grid heater relay Drop [redacted] and replace k1 clutch kit and topping off [redacted] fluid and clear check engine light and perform quicklearn and tesr drive verify repair PERFORMED MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL / CUSTOMER SATISFACTION NOTIFICATION 1 [SAFETY RECALL [redacted] [redacted] AIR GRID HEATER RELAY

(Claim) Cause:

RECALL

(Claim) Correction:

REPLACED INTAKE AIR GRID HEATER RELAY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] - 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	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	15711 GULF FWY , WEBSTER, TX 77598		

Condition Information

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

RO Narratives

(RO) Customer Concern:

(Oil Change 5 PennzoilRotella T) REPLACE AIR FILTER PERFORM MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

AIR FILTER MAINTENANCE PROVIDES LONGER ENGINE LIFE AND INCREASES FUEL ECONOMY

(RO) Correction:

CHANGE OIL AND FILTER Air Filter, r&r NEW [redacted] PERFORMED MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 LARAMIE [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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	919 S 1ST ST , ARTESIA, NM 88210		

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		111.76	[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	2		111.76	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] / Input Shaft Assembly - Inspect and Replace [redacted]	[redacted]	[redacted]	[redacted]	FLUID AFT	2		111.76	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES TRANSMISSION ISSUE

(Claim) Cause:

VERIFY TRANNY VEHICLE NOT MOVING AT ALL CHECK CODE [redacted] ACTIVE CODE, GEAR 1 SHIFT INCORRECT RATIO AND [redacted] - STORE CODE- GEAR [redacted] INCORRECT RATIO , CHECK TRANNY FLUID IS FULL, REMOVE TRANNY AND AND INSPECT K1 CLUTCH SNAP R ING FAIL DISLODGE

(Claim) Correction:

DROP TRANNY AND REPLACE K1 CLUTCH KIT AND TOPPING OFF TRANNY FLUID AND CLEAR C HECK ENGINE LIGHT AND PERFORM QUICKLEARN AND TESR DRIVE VERIFY REPAIR

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**	$55.37	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	PROVIDENCE CHRY-DODGE JEEP LLC	**Zone**	[redacted]
Address	804 LANCASTER PIKE , QUARRYVILLE, PA 17566				

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:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) Perform Conventional Oil and FilterChange

(RO) Cause:

RECALL

(RO) Correction:

[redacted] Replace Relay, Intake Air Heater08-13 [redacted] [redacted] replace intake air heaterrelay Multi-point inspection (according to maintenanceinterval) PERFORM CERTIFIED CDJR MULTI-POINT VEHICLE INSPECTION [redacted] performed lube oil and filter servicereset service reminder and checked for properoil level Perform Conventional Oil and Filter Change PERFORM LUBE OIL FILTER SERVICE, PERFORM [redacted] VEHICLE CHECK, SET TIRE PRESSURES AND RESET SERVICE REMINDER

(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	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	611-613 LOUDONVILLE RD , LATHAM, NY 12110		

Condition Information

Condition Code	LOP	[redacted] Desc	Failure Code	Failure Desc	[redacted]					LOP Expense
A	[redacted]	Fuel Pumps and Sending Units,Trouble Not Found ; Fuel Pumps	OD							[redacted]

RO Narratives

(RO) Customer Concern:

Engine Mechanical Concern Customer states that the vehicle has a rough start with an extended crank - this happens [redacted] of the time and is only getting worse - if you drive the vehicle for [redacted] and then restart will start very rough and shake entire cab 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 PERFORM [redacted] DIESEL OIL & FILTER CHANGE = [redacted] + TAX. Rotate [redacted] and set tire pressure, [redacted]+Tax REAR TIRES ONLY Note this vehicle diagnosis was assisted by the technician advisor - while the technician advisor was here stated that there is a possible update coming out for the vehicle that could pertain to the customers concern. There is no guarentee that this update will work for the customers concern. [redacted] has no influence on [redacted] decision to release updates nor do they have any influence on if the repair will resolve a customers concern.

(RO) Cause:

Technician test started the vehicle several times without any issues or delays but with a extended crank time. Technician proceeded with inspection of DTCs none found at this time. Technician checked for TSBs and [redacted] cases none found at this time that pertain to customers concern. Technician proceeded to contact [redacted]R for assistance - [redacted] stated to test the pressure from the high pressure fuel pump. Tested the pressure output as the command was issued and found that the pressure is at [redacted] from the high pressure fuel pump. Reported back to [redacted]R with the pressure of the fuel pressure from the [redacted] - [redacted]R stated that this is normal PSI. Technician proceeded to inspect the [redacted] for any damage or debris - none found at this time. Technician reached out to [redacted] assistance - [redacted] contacted local technician advisor and sent for assistance. Working with the technician advisor technician retested the fuel pressure and then tested the starter power and ground - verifie

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE VEHICLE HAS AN EXTENDED CRANK TIME AND IS ROUGH. IF YOU DRIVE [redacted], TURN ENGINE OFF AND RESTART THE ENTIRE CAB VIBRATES

(Claim) Cause:

NO TROUBLE FOUND THIS REPAIR VISIT

(Claim) Correction:

DID NOT DUPLICATE CONCERN AT THIS TIME. SCANNED FOR CODES, NO CODES PRESENT. CONTACTED STAR AND PER CONVERSATION TESTED THE HIGH PRESSURE FUEL PUMP, NOR MAL AT [redacted]. INSPECTED THE HIGH PRESSURE FUEL PUMP FOR POSSIBLE BLOC KAGE AND/OR DEBRIS, NONE FOUND. TESTED STARTER FOR POWER AND GROUND, OKAY. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

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

Expense

Labor	[redacted]	**Sublet**	$774.73	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	**Desc**	**Failure** [redacted]	**Failure Desc**	**Part Number**	[redacted] **Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	25081201	Pump, Unit ; 6.7L Diesel	ML	CHECK [redacted] SERVICE SO	[redacted]	MODULE	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

SERVICE [redacted] LIGHT ON FOUND THE DEF PUMP SUPPLY TO HIGH REPLACED THE DEF PUMP MODULE [redacted] - [redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE [redacted] LIGHT ON

(Claim) Cause:

FOUND THE DEF PUMP SUPPLY TO HIGH

(Claim) Correction:

REPLACED THE DEF PUMP MODULE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	$1,254.50	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	8256.82	$115.80
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	COOLER	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		302.60	$752.70
A	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	8256.82	$347.40
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	COOLER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES VEHICLE ONLY DRIVEIN REVERSE CAUSING CHECK ENGINE LIGHT ON DISPLAY. CHECK AND ADVISE] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] PERFORM THE MULTI-POINT INSPECTION WITH THE OWNERS APPROVAL ***Thank You for being a [redacted] VIP Rewards Beneficiary Earning You 3% Loyalty Cash On Paidservices !!!!!!!!!!*** **COURTESY RENTAL PROVIDED TO CUSTOMER PROVIDED BY [redacted]** CTP LOANER TOLL ADMINISTRATION FEE [redacted] CTP LOANER REPLACE FUEL CHARG[redacted] PER [redacted]

(RO) Cause:

. **COURTESY RENTAL PROVIDED TO CUSTOMER PROVIDED BY [redacted]** CTP [redacted] TOLL ADMINISTRATION FE[redacted] CTP [redacted] REPLACE FUEL CHARGE [redacted] PERGALLON

(RO) Correction:

[redacted] TRANSMISSION INTERNAL GEAR DAMAGEINSPECTED VEHICLE AND VERIFIED CUSTOMERCONCERN. INSPECTED AND FOUND VEHICLE TO SLAMINTO DRIVE AND REVERSE BUT VEHICLE WOULD NOTMOVE FORWARD OR BACKWARDS. [redacted] TO CHECKTRANSMISSION FLUID CONDITION AND LEVEL FOUNDFLUID LEVEL TO SHOW FULL AT THIS TIME. FOUNDFLUID CONDITION TO NOT BE BURNT BUT HAVEMETAL SHAVINGS IN FLUID. [redacted] TO REMOVETRANSMISSION PAN AND INSPECT FOR FAILURE,FOUND EXCESSIVE METAL SHAVING IN PAN AT THISTIME INDICATING INTERNAL TRANSMISSIONFAILURE. PERFORMED [redacted] SHEET NO REBUILD PARTSAVAILABLE AT THIS TIME. [redacted] TO REMOVE ANDREPLACE TRANSMISSION ASSEMBLY ANDTRANSMISSION COOLER (DUE TO METALCONTAMINATION) AT THIS TIME. [redacted] TO FLUSH OUTTRANSMISSION LINES WITH FRESH FLUID ANDREASSEMBLE VEHICLE AT THIS TIME. [redacted] TOPERFORM QUICK LEARN PROCEDURE AND TEST DRIVEVEHICLE [redacted]. FOUND VEHICLE TO NOW OPERATEAS DESIGNED AFTER REPAIRS PERFORMED. VERIFIEDREPAIRS. COMPLETE. Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission DEF equipped2500-3500 [redacted] pick-up only Transmission, Replace - automatic [redacted] shaft equipped Oil cooler, external / auxiliary Cooler (2 - Skilled) Transmission DEF equipped2500-3500 pick-up only RELATED LOP [redacted] DRIVE SHAFT [redacted] SOP PARTS SOP PARTS SPECIAL ORD

(RO) Technical Notes:

INTERNAL GEAR DAMAGE RT BACK ORDER ATTACHED DOCS FOR [redacted]. THE CUSTOMER WAS IN THE [redacted]R FOR 111 DAYS, 57 OF THOSE WERE SPENT IN A HIGH LINE [redacted] WERE SPENT IN A COMPETITORS [redacted], SINCE I CANNOT ADD [redacted] ON [redacted], I TOOK THE [redacted] AT [redacted] AND SPLIT THE DAYS IN [redacted] ANDADDED IT TO THE HIGH LINE [redacted] DAYS TO EQUAL THE TOTAL AMOUNT. MATH EXPLAINED: [redacted]) X [redacted] (COMPETITORS RATE) [redacted] (DAYS) X [redacted] (HIGHLINE RATE) [redacted]. THEY ARE THE SAME TOTAL. PLEASE LET ME KNOW IF YOU NEED ANY ADDITIONAL INFORMATION FOR THE [redacted]. THANK YOU

[redacted] Narratives

(Claim) Customer Concern:

[CUSTOMER STATES VEHICLE ONLY DRIVE IN REVERSE CAUSING CHECK ENGINE LIGHT ON D ISPLAY. CHECK AND ADVISE]

(Claim) Cause:

TRANSMISSION INTERNAL GEAR DAMAGE

(Claim) Correction:

INSPECTED VEHICLE AND VERIFIED CUSTOMER CONCERN. INSPECTED AND FOUND VEHICLE T O SLAM INTO DRIVE AND REVERSE BUT VEHICLE WOULD NOT MOVE FORWARD OR BACKWARD S. [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 AVAILABLE AT T HIS TIME. [redacted] TO REMOVE AND REPLACE TRANSMISSION ASSEMBLY AND TRANSMISSION CO OLER (DUE TO METAL CONTAMINATION) AT THIS TIME. [redacted] TO FLUSH OUT TRANSMISSION LINES WITH FRESH FLUID AND REASSEMBLE VEHICLE AT THIS TIME. [redacted] TO PERFORM Q UICK LEARN PROCEDURE AND TEST DRIVE VEHICLE [redacted]. FOUND VEHICLE TO NOW OPE RATE AS DESIGNED AFTER REPAIRS PERFORMED. VERIFIED REPAIRS. COMPLETE. INTERNA L TRANSMISSION FAILURE. PERFORMED [redacted] SHEET NO REBUILD PARTS AVAILABLE AT TH IS TIME. [redacted] TO REMOVE AND REPLACE TRANSMISSION ASSEMBLY AND TRANSMISSION C OOLER (DUE TO METAL CONTAMINATION) AT THIS TIME. [redacted] TO FLUSH OUT TRANSMISSIO N LINES WITH FRESH FLUID AND REASSEMBLE VEHICLE AT THIS TIME. [redacted] TO PERFORM QUICK LEARN PROCEDURE AND TEST DRIVE VEHICLE [redacted]. FOUND VEHICLE TO NOW O PERATE AS DESIGNED AFTER REPAIRS PERFORMED. VERIFIED REPAIRS. COMPLETE.

Warranty Claim Report

Vehicle Information

VIN	[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**	GOECKNER BROS INC	**Zone**	51 [redacted]
Address	600 EAST FAYETTE , EFFINGHAM, IL 62401				

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]	1	X	[redacted]	$55.84
[redacted]		Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	9		[redacted]	$55.84
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] 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	9		[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]	FLUID AFT	9		[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]	[redacted] T	1	[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]	FLUID AFT	9		[redacted]	[redacted]
A	851STATE	State Labor Allowance			[redacted]	[redacted] T	1	X	[redacted]	[redacted]
A	851STATE	State Labor Allowance			[redacted]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

[redacted] CHECK OVER[redacted]G K.-) DRIVESHAFT IS REMOVED, BOLTS ON FLOOR[redacted]G K.-) CUSTOMER STATES THAT CHECK ENGINE LIGHT CAME ON WHILE DRIVING, SLOWED DOWN, JERKED, THEN A FTER STOPPING THE TRUCK WILL NOT MOVE [redacted], [redacted] GEAR RATIO ERROR FITS [redacted] CLUTCH SNAP RING FAILURE ORDER PARTS REMOVE TRANS, REMOVE K1, SNAP RING HAS FAILED INSTALL REPAIR KIT, INSTALL TRANSMISSION FILL FLUID, UPDATE [redacted] SOFTWARE QUICKLEARN AND TEST DRIVE[redacted] K.-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON, SLOWED DOWN, JERKED THEN WILL NOT MOVER AFTER COMING TO A STOP

(Claim) Cause:

[redacted], [redacted] GEAR RATION ERRO[redacted] CLUTCH SNAP RIN G FAILURE

(Claim) Correction:

REMOVE TRANS, REMOVE K1, SNAP RING HAS FAILED, INSTALL REPAIR KIT INSTALL TRA NS FILL FLUID AND UPDATE [redacted] SOFTWARE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted]	[redacted]	CAB CHASSIS [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]	[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]	[redacted]	**Name**	[redacted]	**Zone**	70	[redacted]
Address	9621 COORS BLVD NW , ALBUQUERQUE, NM 87114						

Condition Information

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

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUEST LUBE, OIL AND FILTER SYNTHETIC

(RO) Cause:

NA

(RO) Correction:

PERFORMED LUBE, OIL AND FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUEST LUBE, OIL AND FILTER SYNTHETIC

(Claim) Cause:

NA

(Claim) Correction:

PERFORMED LUBE, OIL AND FILTER

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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**	7[redacted]
Address	4121 CLEVELAND BLVD , CALDWELL, ID 83605				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	Safety Recall [redacted] Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	50.97	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] Replace Relay, Intake AirHeater08-13 [redacted] MISCELLANEOUS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] 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 [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:

ENGINE 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

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	5455 S UNIVERSITY DR , DAVIE, FL 33328				

Condition Information

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

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION - QUICK SERVICE REPLACE [redacted] PER WE [redacted] Heavy [redacted] Grid Heater Rel ***Thank You for being a [redacted] Rewards Beneficiary Earning You [redacted] Cash On Paidservices. For service questions or to book your next appointment, you may reach us at servicesupport@universitydodge.com !!!!!!!!!!***

(RO) Cause:

MULTI-POINT INSPECTION - QUICK SERVICE ENTER GENERAL LINE OR CONCERN ENTER GENERAL LINE OR CONCERN Thank You for being a [redacted] Rewards Beneficiary Earning You [redacted] Cash On Paid services. For service questions or tobook your next appointment, you may reach us at servicesupport@universitydodge.com !!!!!!!!!

(RO) Correction:

MULTI-POINT INSPECTION - QUICK SERVICE 18 INSPECTED AND FOUND VEHICLE TO NEED AJUMP START AT THIS TIME. NEC TOLOAD/PERFORMANCE TEST BATTERY USING MOPARMAXIMUS BATTERY TESTER. FOUND BATTERIES TOFAIL LOAD/PERFORMANCE TEST AT THIS TIME. NECTO REMOVE AND REPLACE SEVERELY DISCHARGEDBATTERIES. AFTER REPAIR, FOUND VEHICLE TO NOWSTART AND DRIVE NORMALLY. VERIFIED REPAIRS,VEHICLE OPERATING AS DESIGNED AT THIS TIME. REPLACED [redacted] ENTER GENERAL LINE OR CONCERN 18 Replace Relay, Intake Air Heater08-13[redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) ***Thank You for being a [redacted] Rewards Beneficiary Earning You [redacted] Cash On Paid services. For service questions or to book your next appointment, you may [redacted] !!!!!!!!!!*** ***Thank You for being a [redacted] Rewards Beneficiary Earning You [redacted] Cash OnPaid services. For service questions or to book your next appointment, youmay [redacted] !!!!!!!!!!***

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,774.89	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	53 HOLLZ PARKWAY , NEWNAN, GA 30265		

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		50.30	$105.00
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		39.31	$105.00
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1290.89	$105.00
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		7.21	$105.00
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		8.53	$105.00
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	LUBRICANT	3		149.84	$105.00
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[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]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		32.18	$210.00
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		39.31	$210.00
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1290.89	$210.00
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		7.21	$210.00

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	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	LUBRICANT	3		[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]	BOLT	6		[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 ; 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]	CLUTCHKIT	1	X	[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 ; Two piece 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]	LUBRICANT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.33	$770.00
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		[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 -	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	

		[redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	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]	SEAL [redacted]	1		7.21	[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 [redacted]	4		51.71	[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		8.53	[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]	LUBRICANT	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]	FLUID AFT	8		[redacted]	
A	[redacted]	Torque converter - replace ; Torque converter-Replace-[redacted] w[redacted] Auto Trans (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Torque converter - replace ; Torque converter-Replace-[redacted] w[redacted] Auto Trans (3 - Highly Skilled)			[redacted]	SEAL [redacted]	4		[redacted]	
A	[redacted]	Torque converter - replace ; Torque converter-Replace-[redacted] w[redacted] Auto Trans (3 - Highly Skilled)			[redacted]	O[redacted]	1		[redacted]	[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace-[redacted] w[redacted] Auto Trans (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace-[redacted] w[redacted] Auto Trans (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Torque converter - replace ; Torque converter-Replace-[redacted] w[redacted] Auto Trans (3 - Highly Skilled)			[redacted]	SEAL [redacted]	1		7.21	$52.50
A	[redacted]	Torque converter - replace ; Torque converter-Replace-[redacted] w[redacted] Auto Trans (3 - Highly Skilled)			[redacted]	SEAL [redacted]	4		[redacted]	
A	[redacted]	Torque converter - replace ; Torque converter-Replace-[redacted] w[redacted] Auto Trans (3 - Highly Skilled)			[redacted]	WASHER	1		[redacted]	

A	[redacted]	Torque converter - replace ; Torque converter-Replace-[redacted] w[redacted] Auto Trans (3 - Highly Skilled)			[redacted]	LUBRICANT	[redacted]				
A	[redacted]	Torque converter - replace ; Torque converter-Replace-[redacted] w[redacted] Auto Trans (3 - Highly Skilled)			[redacted]	FLUID AFT	8		[redacted]		

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE IS IN LIMP MODE, CLUNKING AND HAS NO [redacted] OR [redacted]R - ACTIVE DTC'S - [redacted] & [redacted] PERFORM COURTESY MULTI-POINT INSPECTION

(RO) Cause:

INSTALLED SCAN TOOL AND FOUND ACTIVE DTC'S - [redacted] & [redacted] PERFORMED DIAGNOSTIC PROCEDURES AND FOUND K1 CLUTCH SNAP RING TSB

(RO) Correction:

REMOVED TRANSMISSION PREFORMED [redacted] CLUTCH SNAP RING TSB. INSTALLED TRANSMISSION FILLED FLUIDS TEST DROVE - VERIFIED FIX COMPLETED INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IS IN LIMP MODE, CLUNKING AND HAS NO [redacted] OR [redacted]R - ACTIVE DTC'S - [redacted] & [redacted]

(Claim) Cause:

NSTALLED SCAN TOOL AND FOUND ACTIVE DTC'S - [redacted] & [redacted] PERFORMED DIAGNOSTI C PROCEDURES AND FOUND K1 CLUTCH SNAP RING TSB

(Claim) Correction:

REMOVED TRANSMISSION PREFORME[redacted] CLUTCH SNAP RING TSB. INSTALLED TRANSMISSION FILLED FLUIDS TEST DROVE - VERIFIED FIX

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**	PUTNAM CHRYSLER DODGE JEEP INC	**Zone**	32[redacted]
Address	157 PROVIDENCE PIKE, RT 44 , PUTNAM, CT 06260				

Condition Information

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

RO Narratives

(RO) Customer Concern:

FILL WITH DEF FOR DELIVERY FILL DEF FOR DELIVERY FILLED DEF FLUID FOR DELIVERY[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FILL WITH DEF FOR DELIVERY

(Claim) Cause:

FILL WITH DEF FOR DELIVERY

(Claim) Correction:

FILLED WITH DEF FOR DELIVERY

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,521.23	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	CLUTCHKIT	1	X	1319.22	$87.36
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLEANER	2		18.69	$87.36
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		137.49	$87.36
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	3		45.83	$87.36
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLEANER	2		18.69	$174.72
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	9		137.49	$174.72
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	[redacted]			
A	21000A61	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1319.22	$43.68
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLEANER	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	9		137.49	$43.68
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	3		45.83	$43.68
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1319.22	$29.12

A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLEANER	2		[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]	[redacted]
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]	CLEANER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	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]

RO Narratives

(RO) Customer Concern:

General Concern #1 [TRUCKED TOWED INTO [redacted] MOTORS SERVICE DEPARTMENT] CUST STATES TRUCK HAS NO FARWARD GEARS, NO REVERSE

(RO) Cause:

F F

(RO) Correction:

(INFORMATION ONLY) [redacted] DIAG AND TECH FOUND [redacted], [redacted], [redacted]. REMOVE TRANSMISSION ASSEMBLYAND FOUND SNAP RING POPPED OUT. [redacted] REPLACE INPUT ASSEMBLY Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] 4X4 equipped Transmission, Remove and install for recondition - [redacted] Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition - [redacted] [redacted] propeller shaft equipped

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES TRUCK HAS NO FARWARD GEARS, NO REVERSE

(Claim) Cause:

DIAG AND TECH FOUND [redacted], [redacted], [redacted]. REMOVE TRANSMISSION ASSEMBLY AN D FOUND SNAP RING POPPED OUT. [redacted] REPLACE INPUT ASSEMBLY

(Claim) Correction:

DIAG AND TECH FOUND [redacted], [redacted], [redacted]. REMOVE TRANSMISSION ASSEMBLY AN D FOUND SNAP RING POPPED OUT. [redacted] A. REPLACE INPUT ASSEMBLY

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

Expense

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

Dealer Information

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

Condition Information

C[redacted]	LOP	LOP Desc	F[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]	[redacted]	6		28.03	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	4		32.32	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]			[redacted].66	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			05189977AD	FLUID AFT	3		201.20	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			06509166AA	[redacted]	[redacted]			
A	[redacted]	[redacted] DEF equipped pick-up only			68637534AA	CLUTCHKIT	1	X	1428.95	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]B	[redacted]	1		12.17	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253940AA	[redacted]	2		27.84	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68019782AA	[redacted]	1		7.98	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		35.63	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244638AA	GASKET	1		43.51	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68085955AA	[redacted]	2		18.88	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			68456960AA	HUB	1		202.47	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		39.52	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253770AA	[redacted]	1		42.44	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]B	HUB	1		399.09	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253772AA	[redacted]	1		41.66	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		47.60	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		50.03	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		35.04	[redacted]
A	[redacted]	[redacted] DEF equipped pick-up only			[redacted]	[redacted]	1		18.59	[redacted]
A	[redacted]9	Transmission ; [redacted] equipped			68269549AA	[redacted]			[redacted].47	[redacted]

		[redacted] 4x4 pick-up only								
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]	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] C ; 4X4 equipped			06509166AA	BOLT	4		[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]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SEAL RING	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			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	2		[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]	
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]	
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]	
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 ; [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]	RACE	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]	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 ; Two piece propeller shaft equipped			[redacted]	SNAP [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	2		[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]	
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			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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece 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] ; [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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
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 -	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		12.17	$1,103.49

		Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[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]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly -	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

		Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	68253816AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	68269548AA	RACE	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]					
B	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) [redacted] [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] [redacted] [redacted] DDDPD2 AISINTRANSMISSION ROUGH SHIFT **] Engine Mechanical Concern [CustomerStates transmission shifts rough] SET TIRE PRESSURES RT FRONT_____RTREAR_____ LEFT FRONT_____ LEFT REAR_____. Your Service Advisor has set your vehicle's next service appointment for _____ (date) at _____ (time).You will receive a email & a phone call prior to this date to confirm the appointment. If you choose to reschedule, please call _____

(RO) Cause:

NA

(RO) Correction:

[redacted] performed inspection Multi-point inspection (according to maintenanceinterval) TIRE INSPECTION REVEALED TREAD DEPTH AT 7/32" ORBETTER - NO ATTENTION NEEDED AT THIS TIME. RECOMMENDED SERVICE-Brakes OK RECOMENDED SERVICE-Battery OK VEHICLE SAFETY CONDITION INSPECTION INCLUDED TIRE INSPECTION REVEALED TREAD DEPTH [redacted]" ORBETTER - NO ATTENTION NEEDED AT THIS TIME. RECOMMENDED SERVICE-Brakes OK RECOMENDED SERVICE-Battery OK [redacted] rsu was done on line d [redacted] 1 [redacted] sofware 40 performed [redacted] flashedup date tcm and quick learn.18[redacted]05-RTModule, TransmissionControl ([redacted] Module, Transmission Control ([redacted]) - ReprogramModule, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled) [redacted] snap ring poped out. [redacted] enginelight is on code [redacted] gear ratio in 1stgear. Recommend to performed [redacted] parts related. Performed [redacted] [redacted]. Removed transmission and replacedinternal damaged hubs per tsb recomandations. [redacted] Clutch Kit, K2 Clutch Hub and seals.Performed a quick learn then Road testvehicle okay. [redacted] Clutch / InputShaf 4.6 [redacted]0A-62Two [redacted] PropellerShaft Equipped [redacted] [redacted]69DEF Equipment2500-3500 4x4 pick-up on [redacted] 1.2 Engine Mechanical Concern Customer states vehicle has a drivability concern [redacted]4 set tire pressure SET TIRE PRESSURES RT FRONT_____RT REAR_____ LEFT FRONT_____ L

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP

(Claim) Cause:

K1 SNAP RING POPPED OUT

(Claim) Correction:

[redacted] K1 SNAP RING POPED OUT. [redacted] LIGHT IS ON CODE [redacted] GEAR RATIO IN [redacted]. RECOMMEND TO PERFORMED TSB [redacted] SOP TRANSMISSION PARTS RELAT ED. PERFORMED TSB [redacted]. REMOVED TRANSMISSION AND REPLACED INTERNAL DAMA GED HUBS PER TSB RECOMANDATIONS. [redacted] CLUTCH KIT, K2 CLUTCH HUB AND SEALS. PER FORMED A QUICK LEARN THEN ROAD TEST VEHICLE OKAY. [redacted] CLUTCH / INPU T SHAF 4.6 [redacted] 62TWO [redacted] PROPELLER SHAFT EQUIPPE[redacted] [redacted] EQUIPMENT 2[redacted]-3500 4X4 PICK-UP ON [redacted] EQUIPPED 1.

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**	$2,112.11	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	30300 IH 10 W , BOERNE, TX 78006				

Condition Information

Condition	[redacted]		Failure	Failure	[redacted]	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram ([redacted] Transmission)			[redacted]	HUB	1		408.03	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram ([redacted] Transmission)			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram ([redacted] Transmission)			[redacted]	[redacted]AFT	9		152.27	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram ([redacted] Transmission)			[redacted]	[redacted]	9		[redacted]	
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram ([redacted] Transmission)			[redacted]	[redacted]				[redacted]
[redacted]	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	HUB	1		408.03	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]AFT	9		152.27	[redacted]
[redacted]	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	9		[redacted]	
[redacted]	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]				[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		408.03	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1460.95	[redacted]

A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID	9		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID	2		[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 ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID	2		[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]	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	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[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	[redacted]	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	[redacted]	SERVICE ACTION	[redacted]	FLUID	[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:

Recall [Safety Recall [redacted] - Intake Air Grid Heater Relay **] - Computer Diagnosis and Testing [CUSTOMER STATES WHILE SLOWING DOWNTO A STOP SIGN HEARD A LOUD POP ANDTRANSMISSION STOPPED SHIFTING. TRANSMISSION WILL ONLY OPERATE IN REVERSE.]

(RO) Cause:

F

(RO) Correction:

SPECIAL ORDER PARTS ARE ON ORDER, REMEMBER S.O.P.PARTS ARE A CONTINUATION OF YOUR [redacted] ATTEMPT [redacted] INSPECT INTERNAL TRANSMISSIONDEFECT SOP THERE A TSB FOR THIS ISSUE . SOPPARTS remove transmission replace defect partinput shaft with clutch and shime end play k2clutch hub . in stall add fluid clear codestest drive working as design complete .updatetcm ECU is up-to-date. Successfully flashedECU from old part number [redacted] tocurrent part number [redacted] ECU isup-to-date. Successfully flashed ECU from oldpart number [redacted] current part number52421232AI. [redacted] CLUTCH/INPUT SHAFT ASSEMBLY-INSPECT AND REPLACE SUB-ASS [redacted] PROPELLER SHAFTEQUIPPED SKID PLATE EQUIPPED DEF EQUIPPED [redacted] EQUIPPED TCM UPDATE ECM UPDATE [redacted] CLUTCH/INPUT SHAFT ASSEMBLY-INSPECT AND REPLACESUB-ASS [redacted] PROPELLER SHAFTEQUIPPED SKID PLATE EQUIPPED DEF EQUIPPED [redacted] EQUIPPED TCM UPDATE ECM UPDATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

- COMPUTER DIAGNOSIS AND TESTING [CUSTOMER STATES WHILE SLOWING DOWN TO A STOP SIGN HEARD A LOUD POP AND TRANSMISSION STOPPED SHIFTING. TRANSMISSION WIL L ONLY OPERATE IN REVERSE.]

(Claim) Cause:

INSPECT INTERNAL TRANSMISSION DEFECT SOP THERE A TSB FOR THIS ISSUE . SOP PART S REMOVE TRANSMISSION ,TEAR DOWN ALL THE WAY TO K2 HUB SNAP RING CAME OFF AN D DAMAGE 2K HUB

(Claim) Correction:

REPLACE DEFECT PART K1 CLUCTH/INPUT SHAFT CLUTCH WITH K2 CLUTCH , AND SHIME EN D PLAY K1 CLUTCH INPUT . IN STALL ADD FLUID [redacted] FO FLUID CLEAR CODES TEST DRIVE WORKING AS DESIGN COMPLETE .UPDATE TCM ECU IS UP-TO-DATE. SUCCESSFULLY F LASHED ECU FROM OLD PART NUMBE[redacted] TO CURRENT PART NUMBE[redacted] B . ECU IS UP-TO-DATE. SUCCESSFULLY FLASHED ECU FROM OLD PART NUMBE[redacted] TO CURRENT PART NUMBER [redacted].

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[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]	***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, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	$418.59
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	BOLT	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]	BOLT	6		[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]	
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect Software Level	RF							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS HEAVY DUTY DIAGNOSTICS OF: TRANSMISSION WILL NOT GO INTO [redacted] TO [redacted] VERIFEID CONCERN FOUND [redacted] AND [redacted] ACTIVE,CHECKED CIRCUITS [redacted] AND [redacted] FOR SHORTS OPEN AND RESISTANCE-NPF,DETERMINED FAULT TO BE INTERNAL TO TRANS REPLACED TRANS UPDATED TCM,PERFORMED QUICK LEARN,TEST DROVE AND VERIFIED REPAIR ([redacted])

(RO) Cause:

NA

([redacted]) Correction:

[redacted]

([redacted]) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

C/S TRANSMISSION WILL NOT GO INTO [redacted] TO [redacted] UPDATE

(Claim) Cause:

CHECKED AND FOUND [redacted] OUT OF DATE VERIFEID CONCERN FOUND CODES [redacted] AND [redacted] ACTIVE, CHECKED CIRCUITS [redacted], [redacted], [redacted], [redacted], [redacted] AND [redacted] FOR SHORTS OPEN AND RESISTANCE-NPF. DETER MINED FAULT TO BE INTERNAL TO TRANS

(Claim) Correction:

PERFORMED [redacted] UPDATE REPLACED TRANS UPDATED [redacted] AND PERFORMED QUICK LEARN THEN TEST DROVE AND VERIF EID 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]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] CHRYSLER DODGE	***Zone***	[redacted]
Address	1775 E MERRITT CAUSEWAY , MERRITT ISLAND, FL 32952				

Condition Information

Condition Code	[redacted]	***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	RELAY	1	X	58.79	$31.92

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE HAS A DEF SYSTEM WARNING ME SSAGE ON COMING O[redacted] Ram Heavy Duty Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

NA

(RO) Correction:

NO CODES PRESENT DEF NEED CUSTOMER WILL ADD REPLACED HEATER GRID RELAY .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

NA

(Claim) Correction:

REPLACED HEATER GRID RELAY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	[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	S - Safety (Recalls)	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	23

Expense

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

Dealer Information

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

Condition Information

[redacted]	[redacted]	[redacted]	[redacted]	***Desc***	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted]

(RO) Cause:

Replace Relay, Intake Air Heater08-13[redacted]

(RO) Correction:

Replace Relay, Intake Air Heater08-13[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	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]	

Claim Information

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]	DODG [redacted] RAM	**Zone**	[redacted]	[redacted]
Address	2803 WILBARGER ST , VERNON, TX 76384						

Condition Information

Condition	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission, Remove and install for repair - [redacted] C ; Series			[redacted]	OIL PUMP	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for repair - [redacted] C ; Series			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for repair - [redacted] C ; Series			[redacted]	O-RING	1		30.17	[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]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; Two piece propeller shaft equipped			[redacted]	OIL PUMP	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		36.85	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; Two piece propeller shaft equipped			[redacted]	O-RING	1		30.17	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Pump, assembly front ; Pump assembly, Aisin Transmission (3 - Highly Skilled)	[redacted]	CASTING PROCESS DEFECT	[redacted]	OIL PUMP	1	X	[redacted]	$88.86

A	[redacted]	Pump, assembly front ; Pump assembly, [redacted] Transmission (3 - Highly Skilled)	[redacted]	CASTING [redacted] DEFECT	[redacted]	GASKET	1		36.85	[redacted]
A	[redacted]	Pump, assembly front ; Pump assembly, [redacted] Transmission (3 - Highly Skilled)	[redacted]	CASTING [redacted] DEFECT	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Pump, assembly front ; Pump assembly, [redacted] Transmission (3 - Highly Skilled)	[redacted]	CASTING PROCESS DEFECT	[redacted]	FLUID AFT	9		126.14	[redacted]
A	[redacted]	Pump, assembly front ; Pump assembly, [redacted] Transmission (3 - Highly Skilled)	[redacted]	CASTING [redacted] DEFECT	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer StatesVEH IS LEAKING TRANNY FLUID] Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

[redacted] Found [redacted] fluid coming frominside bell housing. Pulled [redacted] andreplace front pump [redacted] 3.4 hours[redacted] [redacted] [redacted] [redacted] FOUND TRANNY FLUID COMINGFROM INSIDE BELL HOUSING.PULLED TRANNY AND REPLACED FRONT PUMP MISC Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/C OF FLUID LEAKING TRANS FLUID

(Claim) Cause:

TECH DIAG FOUND LEAK COMING FROM INSIDE BELLHOUSING, AND TORE DOWN OT VERIFY. FOUND FLUID COMING FROM A CASTING FLAW IN FRONT PUMP.

(Claim) Correction:

REPLACED FRONT PUMP, SEAL AND GASKET

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [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]	71	[redacted]
[redacted]	[redacted]				

Condition Information

Condition [redacted]			Failure	Failure		Part Name	Part Quantity	Failed [redacted]	Expense	Expense
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]	1 [redacted]	X	[redacted]	$131.84
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	9		141.71	$131.84
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	[redacted]	1 [redacted]	X	[redacted]	$263.69
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		141.71	$263.69
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1 [redacted]	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	9		141.71	[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	9		141.71	$43.95
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]	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		141.71	[redacted]

RO Narratives

(RO) Customer Concern:

cust. is requesting to perform a (Multi-point inspection) cust. is requesting to perform a (Car Wash) cust. is requesting to (Check Tire Pressure) CUST STATES THAT THE VEH WILL NOT MOVE CHECK AND ADVISE (Eng ine Concern) (Rental Vehicle)

(RO) Cause:

DUPLICATED CONCERN. FOUND [redacted] AND NO FORWARD MOVEMENT WHEN IN GEAR. REMOVED TRANSMISSION AND FOUND K1 SNAP RING FAILED. RECOMMEND REPAIRS AS PER [redacted]

(RO) Correction:

MULTIPOINT INSPECTION COMPLETED PERFORMED CAR WASH TIRES INFLATED TO MANUFACTURER RECOMMENDED PRESSURE REPLACED K1 CLUTCH HUB AND SEALS. TOPPED OFF FLUID AND PERFORMED QUICK LEARN. TEST DROVE VEHICLE AND VERIFIED PROPER SHIFTING [redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly([redacted] Highly Skilled)2 - Transmission andTransfer Case4.6 [redacted] Propeller Shaft Equipped([redacted] Highly Skilled)2 - Transmissionand Transfer Case0.2 [redacted] 61Skid Plate Equipped([redacted] Highly Skilled)2 - Transmissionand Transfer Case0.3 [redacted] 01-69DEF Equipment [redacted] 4x4 pick-up only([redacted] Highly Skilled)2 - Transmissionand Transfer Case0.6 [redacted] 604x4 Equipped([redacted] Highly Skilled)2 - Transmissionand Transfer Case1.2 [redacted].

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEH WILL NOT MOVE

(Claim) Cause:

DUPLICATED CONCERN. FOUND [redacted] AND NO FORWARD MOVEMENT WHEN IN GEAR. RE MOVED TRANSMISSION AND FOUND K1 SNAP RING FAILED. RECOMMEND REPAIRS AS PE[redacted]

(Claim) Correction:

REPLACED K1 CLUTCH HUB AND SEALS. TOPPED OFF FLUID AND PERFORMED QUICK LEARN. TEST DROVE VEHICLE AND VERIFIED PROPER SHIFTING [redacted] CLUTCH / INPU T SHAFTASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBLY([redacted] SKILLED)2 - TRA NSMISSION ANDTRANSFER [redacted] PROPELLER SHAFT EQUIP PED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER CASE0.2 [redacted] ID PLATE EQUIPPED([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER [redacted] HR S.[redacted]01-69DEF EQUIPMEN[redacted] 4X4 PICK-UP ONLY([redacted] SKILLED)2 - TRANSMISSIONAND TRANSFER [redacted] [redacted] EQUIPPED([redacted] SKILL ED)2 - TRANSMISSIONAND TRANSFER [redacted].

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	$1,334.55	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	109 CATOCTIN CIR SE , LEESBURG, VA 20175				

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]	ML	CHECK [redacted] SERVICE SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		322.52	[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]0		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
[redacted]0		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		322.52	$65.90
[redacted]0		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	[redacted]			
[redacted]0		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]2		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		28.32	$32.95
[redacted]2		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		322.52	$32.95
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]Y	1		178.96	$32.95
A	[redacted]2	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]B	TRANSMISS	1	X	[redacted]	
[redacted]6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	

A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		322.52	[redacted]
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted]			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] - Semi-[redacted]			[redacted]	COOLER	[redacted]			[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] - Semi-[redacted]			[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] - Semi-[redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	BOLT	6		[redacted]	
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	COOLER	1		322.52	[redacted]
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	6		[redacted]	
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	COOLER	[redacted]			[redacted]
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES HE WAS HAULING DOWN THE ROAD WHEN HE LOST POWER AND IT WOULD NOT ACCELERATE CHECK ADVISE ([redacted]) [redacted] RECALL HEADY DUTY GRID HEATER RELAY

(RO) Cause:

FOUND THAT TRUCK IS STUCK IN [redacted], HAS CODES FOR A [redacted] AND [redacted], CHECKED FLUID LEVEL, EXTREMELY HIGH ON DIPSTICK, FRONT PUMP IS NOT PUMPING FLUID PROPERLY CAUSED BUT INTERNAL SNAP RING FAILURE, REC REPLACING TRANS,

(RO) Correction:

removed and replaced transmission. cooler and cooler lines due to metal and brass shavings inside the pan. [redacted] done NOT APPLICABLE PART ON ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HE WAS HAULING DOWN THE ROAD WHEN HE LOST POWER AND IT WOULD NOT ACCELERATE CHECK ADVISE (TOW IN)

(Claim) Cause:

FOUND THAT TRUCK IS STUCK IN [redacted], HAS CODES FOR A [redacted] AND [redacted], CHECK ED FLUID LEVEL, EXTREMELY HIGH ON DIPSTICK, FRONT PUMP IS NOT PUMPING FLUID P ROPERLY CAUSED BUT INTERNAL SNAP RING FAILURE, REC REPLACING TRANS,

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION. COOLER AND COOLER LINES DUE TO METAL AND B RASS SHAVINGS INSIDE THE PAN. [redacted] DONE

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	51	CHICAGO
[redacted]					

Condition Information

Condition [redacted]	[redacted]	[redacted]	**Failure** [redacted]	**Number** [redacted]	[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:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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]	[redacted]				

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Cooler, EGR ; 6.7 liter diesel engine [redacted] pickup [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	COOLER	1	X	1274.00	$148.91
A	[redacted]	Cooler, EGR ; 6.7 liter diesel engine [redacted] pickup [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	COVER	1		70.21	$148.91
A	[redacted]	Cooler, EGR ; 6.7 liter diesel engine [redacted] pickup [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	COVER	1		[redacted]	
A	[redacted]	Cooler, EGR ; 6.7 liter diesel engine [redacted] pickup [redacted]	ML	CHECK [redacted] SERVICE SO	68005465AA	GASKET	1		[redacted]	
A	[redacted]	Cooler, EGR ; 6.7 liter diesel engine [redacted] pickup [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	GASKET	1		[redacted]	
[redacted]		Cooler, EGR ; [redacted] only			[redacted]	COOLER	[redacted]			
[redacted]		Cooler, EGR ; [redacted] only			[redacted]	COVER	1		70.21	
[redacted]		Cooler, EGR ; [redacted] only			[redacted]	COVER	1		37.80	
[redacted]		Cooler, EGR ; [redacted] only			68005465AA	GASKET	[redacted]			
[redacted]		Cooler, EGR ; [redacted] only			[redacted]	GASKET	1		16.80	

RO Narratives

(RO) Customer Concern:

DIAGNOSTIC DIAGNOSTIC

(RO) Cause:

Inspect as needed. Inspection found [redacted] recall needs to be performed

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES MIL LAMP IS ON AND TRUCK LACKS POWER

(Claim) Cause:

INSPECT AS NEEDED. INSPECTION FOUND [redacted] AIR LEAK BETWEEN [redacted] AND THROTTLE BODY AND [redacted] EGR A FLOW INSUFFICIENT DETECTED SET AS ACTIVE IN PCM. TE ST DROVE AND MONITOR DATA. RESTRICTED EGR COOLER IS SUSPECTED. REMOVE COOLER ASSEMBLY AND FOUND COOLER IS RESTRICTED WITH SOOT.

(Claim) Correction:

REPLACED EGR COOLER AS NEEDED. TEST DROVE AND VERIFY EGR FLOW IS WITHIN SPECS .

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]	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	1300 EAST HIGHWAY 83 , MC ALLEN, TX 78502				

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)	CSTP[redacted]1AA	RELAY	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall) CUSTOMER STATES ENGINE LIGHT ON

(RO) Cause:

DUE TO THE RECALL [redacted] TEST DTC'S STORED/ACTIVE ([redacted]) NOx SENSOR CIRCUIT RANGE PERFORMANCE BANK 1 .SENSOR FAILED TEST

(RO) Correction:

COMPLETED RECALL REPLACE HEATER RELAY ORDERED SENSOR- EJ/PARTS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall)

(Claim) Cause:

DUE TO THE RECALL

(Claim) Correction:

COMPLETED RECALL REPLACE HEATER RELAY

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)***	13

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	42[redacted]
Address	1012 N DIXIE HWY , ELIZABETHTOWN, KY 42701				

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	57.47	$30.87[redacted]

RO Narratives

(RO) Customer Concern:

recall 13a

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	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	F - Service Contract	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]
Address	5210 S IH 35 , AUSTIN, TX 78745		

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(Rotate tires)

(Claim) Cause:

MOPAR DISCOUNT COUPON APPLIED

(Claim) Correction:

ROTATE TIRES AND CHECK & RESET TIRE PRESSURES

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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***	70	[redacted]
Address	9621 COORS BLVD NW , ALBUQUERQUE, NM 87114						

Condition Information

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

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUEST LUBE, OIL AND FILTER SYNTHETIC PERFORM MULTI-POINT INSP REPLACE CABIN FILTER

(RO) Cause:

NA

(RO) Correction:

PERFORMED LUBE, OIL AND FILTER A/C Cabin Air Filter, r&r [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUEST LUBE, OIL AND FILTER SYNTHETIC

(Claim) Cause:

NA

(Claim) Correction:

PERFORMED LUBE, OIL AND FILTER

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - RAM 4500 [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]	71	[redacted]
Address	[redacted]				

Condition Information

[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:

CEL CUSTOMER STATES CHECK ENGINE LIGHT IS ON PERFORM DIAGNOSTIC TEST AND ADVISE ON NEEDS Multi-point inspection (according to maintenance interval) PERFORM RECAL[redacted]

(RO) Cause:

checked and verified Check engine light On and Stored [redacted] Output Shaft Speed Sensor Circuit Low. checked and test . checked wiring and connector to verify a secure connection and continuity . DURING MULTI POINT INSPECTION FOUND TIRE PRESSURES AT [redacted] Perform [redacted] Heater Grid relay replacement

(RO) Correction:

Removed Output Speed Sensor and Replaced with a Known Good Sensor . Verified Continuity and signal . test drove vehicle over 170 miles with no inidcation of concern,.. at this time customer will take vehicle .... SET ALL TIRE PRESSURES TO [redacted] Removed and Replaced Intake heater Grid Relay and verified operation and performance. Recall [redacted] completed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

CHECKED AND VERIFIED CHECK ENGINE LIGHT ON AND STORED P077C OUTPUT SHAFT SPEE D SENSOR CIRCUIT LOW. CHECKED AND TEST . CHECKED WIRING AND CONNECTOR TO VERI FY A SECURE CONNECTION AND CONTINUITY

(Claim) Correction:

REMOVED OUTPUT SPEED SENSOR AND REPLACED WITH A KNOWN GOOD SENSOR . VERIFIED CONTINUITY AND SIGNAL . TEST DROVE VEHICLE [redacted] WITH NO INIDCATION OF CONCERN,.. AT THIS TIME CUSTOMER WILL TAKE VEHICLE ...

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	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] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Check Engine Light - MIL	ML	CHECK [redacted] SERVICE SO					[redacted]

RO Narratives

(RO) Customer Concern:

CEL CUSTOMER STATES CHECK [redacted] LIGHT IS ON PERFORM DIAGNOSTIC TEST AND ADVISE ON NEEDS Multi-point inspection (according to maintenance interval) PERFORM RECAL [redacted]

(RO) Cause:

checked and verified Check engine light On and Stored [redacted] Output Shaft Speed Sensor Circuit Low. checked and test . checked wiring and connector to verify a secure connection and continuity . DURING MULTI POINT INSPECTION FOUND TIRE PRESSURES AT [redacted] Perform [redacted] Heater Grid relay replacement

(RO) Correction:

Removed Output Speed Sensor and Replaced with a Known Good Sensor . Verified Continuity and signal . test drove vehicle over 170 miles with no inidcation of concern,.. at this time customer will take vehicle .... SET ALL TIRE PRESSURES TO [redacted] Removed and Replaced Intake heater Grid Relay and verified operation and performance. Recall [redacted] completed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted]E LIGHT IS ON

(Claim) Cause:

CHECKED AND VERIFIED CHECK [redacted] LIGHT ON AND STORE [redacted] OUTPUT SHAFT SPEE D SENSOR CIRCUIT LOW. CHECKED AND TEST . CHECKED WIRING AND CONNECTOR TO VERI FY A SECURE CONNECTION AND CONTINUITY

(Claim) Correction:

REMOVED OUTPUT SPEED SENSOR AND REPLACED WITH A KNOWN GOOD SENSOR . VERIFIED CONTINUITY AND SIGNAL . TEST DROVE VEHICLE [redacted] WITH NO INIDCATION OF CONCERN,.. AT THIS TIME CUSTOMER WILL TAKE VEHICLE ...

Warranty Claim Report

Vehicle Information

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

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Check Tire Pressure Multi-point inspection [redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] Automatic Transmission Concern [Customer States WHEN DRI[redacted]G CUSTOMER HAS TURN VEHICLE OFF AND ON TO WORK TAKE A LONG TO DRIVE] CUSTOMER PAID RENTAL IS TO BE RETURNED IMMEDIATELY ONCE YOUR VEHICLE IS COMPLETED. IF NOT RETURNED WITHIN GRACE PERIOD. CUSTOMER WILL PAY FOR RENTAL AT [redacted] AND ANY OTHER LATE FEES THAT MAY INCUR.

(RO) Cause:

. . . CUSTOMER PAY RENTAL

(RO) Correction:

Check Tire Pressure [redacted] [redacted] DODGE [redacted] RAM OF [redacted] WILLCHECK AND RESET YOUR TIRE PRESSURE TO MANUFACTURERS SPECIFICATIONS Multi-point inspection [redacted] [redacted] DODGE [redacted] RAM OF [redacted] WILLPERFORM A COMPLIMENTARY NO CHARGE [redacted] INSPECTION. SEE ADVISOR FOR DETAILS AND RECOMMENDATIONS FROM [redacted] INSPECTION. RSU 1 [redacted] AISIN TRANSMISSIONGEARS 1-4 INOP **] PERFORM RRT Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] RECALL [redacted] confirmed customer concern VEHICLENOT ENGAGE FORWARD ONLY IN REVERSE. UPONDIAGNOSTIC FOUND TSB FOR K1 CLUTCH ASSEEMBLYGOT APPROVAL FOR REPAIRS PROCEEDED WITHREMO[redacted]G TRANSMISSION PERFORMING K1 CLUTCHREPAIR REMO[redacted]G PUMP REPLACING [redacted] CLUTCHASSEMBLY PUMP GASKET SEAL REASSEMBLY, REINSTALLING TRANSMISSION ADDING [redacted] FLUID. PERFORMING PCM FLUSH68541283AA---[redacted] WITH TRANSMISSIONQUICK LEARN TEST DRIVE VEHICLE ON HIGHWAY ANDSTREET FOR APPROXIMATELY 25 [redacted] VEHICLEPERFORMING AS DESIGNED AT THIS TIME. Automatic Transmission Concern [Customer States WHEN DRI[redacted]G CUSTOMER HASTURN VEHICLE OFF AND ON TO WORK TAKE A LONG TO DRIVE] TRANSMISSION CONCERN CUSTOMER DECLINED SERVI

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN DRIVING THEY HAVE TO TURN THE VEHCILE OFF AND ON TO WORK TO TAKE A LONG DRIVE

(Claim) Cause:

FOUND TSB FOR K1 CLUTCH TRANSMISSION IS NOT ENGAGING

(Claim) Correction:

CONFIRMED CUSTOMER CONCERN VEHICLE NOT ENGAGE FORWARD ONLY IN REVERSE. UPON DI AGNOSTIC FOUND TSB FOR K1 CLUTCH ASSEEMBLY GOT APPROVAL FOR REPAIRS PROCEEDE D WITH REMOVING TRANSMISSION PERFORMING K1 CLUTCH REPAIR REMOVING PUMP REPLA CING [redacted] CLUTCH ASSEMBLY PUMP GASKET SEAL REASSEMBLY, RE INSTALLING TRANSMISS ION ADDING NEW TRANSMISSION FLUID. PERFORMING PCM FLUSH [redacted] WITH TRANSMISSION QUICK LEARN TEST DRIVE VEHICLE ON HIGHWAY AND STREET F OR APPROXIMATELY 25 [redacted] VEHICLE PERFORMING AS DESIGNED AT THIS TIME.

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***	CROWN [redacted] JEEP RAM	***Zone***	[redacted]
Address	2120 CHAPMAN RD , CHATTANOOGA, TN 37421				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Module/Pump, Fuel ; Module - Rear Tank	NS	NO START	[redacted]	MODULEKIT	1	X	[redacted]	[redacted]
B	08890201	Center, power distribution PDC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	MODULE	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

RSU 1 Recall / Customer Satisfaction Notification 1 GENERAL CONCERN PERFORM COMPLIMENTARY CROWN MULTI POINT INSPECTION.

(RO) Cause:

NA

(RO) Correction:

R&R rear fuel tank lift pump REPLACE TOTALLY INTEGRATED POWER MODULE ASSEMBLY

(RO) Technical Notes:

VEHICLE WILL NOT START REAR FUEL TRANSFER PUMP CHECKED WIRING AND FOUND PUMP WOULD NOT ENGAGE LEVEL SENSOR WAS WORKING PROPERLY REPLACED FUEL PUMP FOUND I COULD MANUALLY APPLY POWER AND NEW PUMP WOULD WORK BUT TRUCK STILL WOULDNT ACTUATE PUMP CHECKED WIRING FROM TIPM TO PUMP AND FOUND WIRING TO BE GOOD FOUND RELAY FOR FUEL PUMP INTERNAL TO TIPM WAS NOT ACTUATING PROPERLY

GCS Narratives

(Claim) Customer Concern:

VEHICLE NOT STARTING

(Claim) Cause:

FOUND REAR FUEL PUMP NOT ACTUATING ..REMOVED REAR FUEL TANK TO ACCESS REAR FUE L TRANSFER PUMP CHECKED WIRING AND FOUND PUMP WOULD NOT ENGAGE LEVEL SENSOR WAS WORKING PROPERLY REPLACED FUEL

PUMP FOUND I COULD MANUALLY APPLY POWER A ND NEW PUMP WOULD WORK BUT TRUCK STILL WOULDNT ACTUATE PUMP CHECKED WIRING FRO M TIPM TO PUMP AND FOUND WIRING TO BE GOOD FOUND RELAY FOR FUEL PUMP INTERNA L TO TIPM WAS NOT ACTUATING PROPERLY

(Claim) Correction:

FOUND REAR FUEL PUMP NOT ACTUATING ..REMOVED REAR FUEL TANK TO ACCESS REAR FUE L TRANSFER PUMP CHECKED WIRING AND FOUND PUMP WOULD NOT ENGAGE LEVEL SENSOR WAS WORKING PROPERLY REPLACED FUEL PUMP FOUND I COULD MANUALLY APPLY POWER A ND NEW PUMP WOULD WORK BUT TRUCK STILL WOULDNT ACTUATE PUMP CHECKED WIRING FRO M TIPM TO PUMP AND FOUND WIRING TO BE GOOD FOUND RELAY FOR FUEL PUMP INTERNA L TO TIPM WAS NOT ACTUATING PROPERLY

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	08080110	Battery ; Single battery	B3	BATTERY WILL NOT ACCEPT CHARGE	BBH7F001AA	BATTERY	1	X	340.74	$65.20

RO Narratives

(RO) Customer Concern:

MULTI-POINT VEHICLE INSPECTION WASH EXTERIOR AND VACCUM FLOOR PER DOWNTOWN PROCES INDICATOR / WARNING LIGHT CONCERN MISCELLANEOUS MISCELLANEOUS

(RO) Cause:

NA

(RO) Correction:

REMOVED AND REPLACED THE REDUCTANT PUMP ASSEMBLY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

099: MISCELLANEOUS BA TTERY - REPLACE | PASSENGER BATTERY FAILS LOAD T

(Claim) Cause:

CONCERN DISCOVERED DURING VEHICLE INSPECTION. INSPECTED, AND THEN TESTED TH[redacted] BATTERY USING THE [redacted] TOOL WHICH FAILED ^BATTERY TEST CODE IS [redacted]. FOUND THE SECONDARY BATTERY HAS A LOW COLD CRANKING AMPS WITH AMPS OF 554.

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE SECONDARY BATTERY. CLEARED ALL CODES. ROAD TESTE[redacted] VERIFIED REPAIRS, IN [redacted], OUT [redacted]. THE SYSTEM IS OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	5455 S UNIVERSITY DR , DAVIE, FL 33328				

Condition Information

[redacted]					***Part Number***	***Part Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Module, transfer case/drivetrain control			[redacted]	MODULE	1	X	457.58	$96.50
A	[redacted]	Module, occupant restraint controller ; Module	[redacted]	INTERNAL [redacted] DEFECT	[redacted]	MODULE	1	X	[redacted]	
A	[redacted]	Transfer Case ; [redacted] Plate Equipped			[redacted]	MODULE	1	X	457.58	$38.60
A	21020161	Transfer Case ; DEF equipped [redacted] pick-up only			[redacted]	MODULE	1	X	[redacted]	
B	[redacted]	Transfer Case ; 6.7 liter diesel	[redacted]	PLANETARY [redacted] FAILED	[redacted]	MODULE	1		337.65	$482.50
B	[redacted]	Transfer Case ; 6.7 liter diesel	[redacted]	PLANETARY [redacted] FAILED	[redacted]	TRANSFER	1	X	[redacted]	
C	[redacted]	Module , air suspension control	[redacted]	GROUNDED OR SHORTED	[redacted]	MODULE	1	X	815.53	$115.80
[redacted]		Gasket, oil pan ; 6.7 liter diesel engine - [redacted] Pick-up only - 4 [redacted] Drive	[redacted]	DEFECT	[redacted]	GASKET	1	X	[redacted]	
[redacted]		Gasket, oil pan ; [redacted] diesel engine - [redacted] Pick-up only - [redacted] Drive	[redacted]	DEFECT	[redacted]	GASKET	1		11.26	$540.40
D	[redacted]	Gasket, oil pan ; [redacted] diesel engine - [redacted] Pick-up only - [redacted] Drive	[redacted]	DEFECT	[redacted]	ADHESIVE	1		[redacted]	
D	[redacted]	Gasket, oil pan ; [redacted] diesel engine - [redacted] Pick-up only - [redacted] Drive	[redacted]	DEFECT	[redacted]	OIL	3		[redacted]	

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection [airbag light comes on] RSU 1 [DJD2DDDP TRUCKS CUMMINS NO START **] Recall / Customer Satisfaction Notification 1 [Safety Recall -Intake Air Grid Heater Relay **] Recall / Customer Satisfaction Notification 2 [Safety Recall -Tailgate Latch Alignment **] General Concern [4x4 light comes on] General Concern #1 [air suspension light comes on] General Concern #2 [fluid leaks under vehicle] PERFORM THE MULTI-POINT INSPECTION WITH THE OWNERS APPROVAL CUST STATES CHECK ENGINE LIGHT IS ON CUST STATES VEHICLE DIFFICULT TO CRANK

(RO) Cause:

. . F . . MPI ENTER GENERAL LINE OR CONCERN ENTER GENERAL LINE OR CONCERN

(RO) Correction:

INSPECTED, VERIFIED CONCERN.INSPECTED AND FOUND TO BE PRESENTAND ACTIVE A THIS TIME. TO CLEAR DTC ANDRE SCAN VEHICLE. FOUND TO RETURNAT THIS TIME. TO REMOVE AND REPLACEINTERNALLY SHORTED ORC MODULE ASSEMBLY ANDPROGRAM NEW ORC TO VEHICLE. TO CLEAR DTCAND RESCAN VEHICLE. FOUND NOR AIR BAGLIGHT TO RETURN AFTER REPAIR PERFORMED.VERIFIED REPAIRS. VEHICLE OPERATING ASDESIGNED AT THIS TIME. COMPLETE. Module, occupant restraint controller - Test and Replace Module (2 - Skilled) MODULE, AIR BAG CONTROL-Replace (A) SOP PARTS SOP PARTS SPECIAL ORDER SOP PARTS SOP PARTS SPECIAL ORDER RECALL Inspect TailgateStrikers for Alignment 23- Safety Recall - Tailgate Latch Alignment - Inspect Inspect Tailgate Strikers for Alignment (0 - Low Skilled) INSPECTED, VERIFIED CONCERN.INSPECTED AND FOUND , , , & TO BE PRESENT AND ACTIVEAT THIS TIME AND TO BE OFF THE BUSS ATTHIS TIME. TO INSPECT STAR CON TORS ANDFOUND TOTAL OF 5volts AT STAR CON TOR FOR BETWEEN CON CTORS AT THIS TIME. TO DISCON T AND VERIFY CAN BUSVOLTAGE AND BATTERY VOLTAGE AS WELL AS GROUNDAT THE HARNESS CON TORS. VERIFIEDPOWER, GROUND AND CAN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES SERVICE AIR SUSPENSION LIGHT COMES ON] GENERAL CONCERN #2 [CUSTOMER STATES FLUID LEAKS UNDER VEHICLE] GENERAL CONCERN [CUSTOMER STATES SERVICE LIGHT COMES ON] PERFORM DTC INSPECTION [CUSTOMER STATES AIRBAG LIGHT COMES ON]

(Claim) Cause:

FOUND OIL TO BE LEAKING FROM REAR OF OIL GASKET FOUND TRANSFER CASE TO RATTLE AND GRIND WHEN ATTEMPTING TO SELECT DIFFERENT 4W INTERNALLY SHORTED ASCM MODULE ASSEMBLY INTERNALLY SHORTED ORC MODULE D POSITIONS AT THIS TIME

(Claim) Correction:

INSPECTED AND FOUND TO BE PRESENT AND ACTIVE AT THIS TIME. TO C INSPECTED AND FOUND TO BE PRESENT AND ACTIVE AT THIS TIME. T INSPECTED AND FOUND OIL TO BE LEAKING AT THIS TIME. TO LIFT VEHICLE AND IN INSPECTED AND FOUND , , , & TO BE PRESENT AND LEAR DTC AND RE SCAN VEHICLE. FOUND TO RETURN AT THIS TIME. T O CLEAR DTC AND FOUND TO RETURN RIGHT AWAY. TO ISOLATE CIRCUIT SPECT FOR LOCATION OF OIL LEAK. FOUND OIL TO BE LEAKING FROM REAR OF OIL ACTIVE AT THIS TIME AND TO BE OFF THE BUSS AT THIS TIME. TO INSPEC GASKET AT THIS TIME. TO REMOVE AND REPLACE OIL GASKET AT THIS TIME AND MEASURE CONTINUITY TO GROUND, FOUND NO CONTINUITY TO GROUND AT THIS TIME O REMOVE AND REPLACE INTERNALLY SHORTED ORC MODULE ASSEMBLY AND PROGRAM NEW ON CIRCUIT . TO ISOLATE CIRCUIT AND MEASURE CONTINUITY TO GROUN AND TORQUE OIL BOLTS TO . AS PER SERVICE INFORMATION TECHNICAL ORC TO VEHICLE. TO CLEAR DTC AND RESCAN VEHICLE. FOUND FOR AIR BAG T STAR CON TORS AND FOUND TOTAL OF AT STAR CON TOR FOR BETWE SPECIFICATIONS. TEST DROVE VEHICLE AND FOUND NO OIL LEAKS TO BE PRESENT AFT D, FOUND NO CONTINUITY TO GROUND ON CIRCUIT AT THIS TIME. TO ISOLAT EN CON CTORS AT THIS TIME. TO DISCON T AND VERIFY CAN BUS V LIGHT TO RETURN AFTER REPAIR PERFORMED. VERIFIED REPAIRS. VEHICLE OPERATING AS DESIGNED AT THIS TIME. COMPLETE. E CIRCUIT Y39 AND MEASURE CONTINUITY TO GROUND, FOUND NO CONTINUITY TO GROUN ER REPAIR PERFORMED AT THIS TIME. VERIFIED REPAIRS. VEHICLE OPERATING AS DES OLTAGE AND BATTERY VOLTAGE AS WELL AS GROUND AT THE HARNESS CON TORS. VERIFIED POWER, GROUND AND CAN BUS VOLTAGE AT HARNESS CON TOR AT THI D ON CIRCUIT Y39 AT THIS TIME. TO INSPECT ASCM HARNESS CON CTORS FOR AN IGNED AT THIS TIME. D SIGNS OF DAMAGE, CORROSION OR LOOSE CON TIONS, NONE FOUND AT THIS TIME. NE S TIME INDICATING CIRCUIT OPERATING AS DESIGNED AT THIS TIME. TO REMOVE AND REPLACE INTERNALLY SHORTED ASSEMBLY AT THIS TIME. TO PROGRAM C TO RESCAN VEHICLE AND FOUND TO RETURN AS ACTIVE. TO REPL AT THIS TIME. TO RESCAN VEHICLE AND FOUND TO BECOME ACTIVE N ACE AIR SUSPENSION COMPRESSOR VALVE ASSEMBLY AT THIS TIME. FOUND TO REM AIN AS ACTIVE AT THIS TIME. TO REMOVE AND REPLACE INTERNALLY SHORTED ASC OW THAT M IS ACTIVE ON THE BUSS AFTER REPLACEMENT OF . TO CLEAR D M MODULE ASSEMBLY AT THIS TIME. CLEAR DTC AND RESCAN VEHICLE. FOUND TC AND RESCAN VEHICLE. FOUND TO RETURN AS ACTIVE AT THIS TIME. NE

TO NO LONGER BE PRESENT AFTER REPAIRS PERFORMED. VERIFIED REPAIRS. COMPLETE C TO INSPECT TRANSFER CASE MOTOR FOR ANY SORT OF MECHANICAL CONDITIONS PREVE . NTING SHIFT MOTOR FROM ENGAGING. FOUND TRANSFER CASE TO RATTLE AND GRIND WHE N ATTEMPTING TO SELECT DIFFERENT [redacted] POSITIONS AT THIS TIME. NEC TO REMOVE A ND REPLACE TRANSFER CASE ASSEMBLY DUE TO TRANSFER CASE MOTOR INTEGRATED INTO TRANSFER CASE ASSEMBLY. NEC TO REASSEMBLE VEHICLE AND CLEAR DTC. NEC TO RESCA N VEHICLE AND FOUND NO MORE CODE TO BE PRESENT AT THIS TIME AND VEHICLE TO N OW BE OPERATING AS DESIGNED AFTER REPAIRS PERFORMED. VERIFIED REPAIRS. COMPL ETE.

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***	74 [redacted]
Address	329 E YOUNG ST. , WARRENSBURG, MO 64093				

Condition Information

Condition [redacted]			Failure	Failure		Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transfer Case [redacted] liter diesel	68	NOISY	[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Transfer Case ; [redacted] diesel	68	NOISY	[redacted]	LUBRICANT	[redacted]			[redacted]
A	[redacted]	Transfer Case ; DEF equipped [redacted] pick-up only			[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Transfer Case ; DEF equipped [redacted] pick-up only			[redacted]	LUBRICANT	[redacted]			
[redacted]		Radio [redacted] /Over the Air Software; Diagnostic, Trouble Not Found	OD							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION IS SHIFTING HARD CUSTOMEER TATES VEHICLE IS MAKING ALOUD TICKING NOISE FROM UNDER VEHICLE [redacted] CUSTOMER SATTES RADIO SEE DEALER LIGHT IS ON

(RO) Cause:

F F

(RO) Correction:

TRANSFER CASE REPLACMENT -- [redacted] EQUIPPED POWER TAKE/OFF ASSEMBLY-REPLACE (B) TRANS SLIP SEE LINE A MISC NOT AVALIABLE MISC RADIO DIAG

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES RADIO SEE DEALER LIGHT IS ON CUST STATES TRANS IS SHIFTING HARD

(Claim) Cause:

FAILED ASSY OPEN CIRCUIT

(Claim) Correction:

VERIFIED AND FOUND CODE FOR OPEN CIRC. ATTEMPTED RESET W/NO CHANGE. DISCONNECT VERIFIED AND FOUND TRANS CASE ASSY FAULTY AND REPLACED. FILLED W/FLUID AND ROA DTEST VERIFIED REPAIR. ED [redacted] CONNECTORS AND NO ISSUES. RECONNECTED AND CODE IS NOW STORED. RESET AND VERIFIED RADIO WORKING PROPERLY AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[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***	STERNBERG CHRYSLER CENTER INC	***Zone***	51 [redacted]
Address	1781 HIGHWAY 231 , JASPER, IN 47546				

Condition Information

Condition [redacted]		***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	BODY	1	X	[redacted]	[redacted]
A	[redacted]	Air cleaner assembly ; Active Air assembly (ram box) - 6.7 liter Turbo Diesel	08	BLOCKED [redacted]	[redacted]	BODY	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BODY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

RSU 1 [[redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] CUSTOMER STATED THE VEHICLE KEEPS WANTING TO REGEN REPEATEDLY.

(RO) Cause:

.

(RO) Correction:

[redacted] NO PARTS AVAILABLE AT THIS TIME NO PARTS AVAILABLE AT THIS TIME MAINTENANCE SERVICE [redacted] RECALL PARTS NOT AVAILABLE. NO PARTS AVAILABLE YET MAINTENANCE SERVICE [redacted] CONNECTED [redacted] AND CODE P2459-00DPF REGEN TO FREQUENT, FOLLOWED DIAGNOSTICSSTEPS, INSPECTED AIR FILTER AND HOUSING,FOUND HOUSING HAD [redacted] [redacted] THAT WERE STRIPPEDOUT AND WASN'T ALLOWING PROPER CLAMPING FORCEBECAUSE AIR FILTER HOUSING WAS DEFORMED,REPLACED AIR FILTER HOUSING, TEST DROVE, CODESTAYED INACTIVE DURING DURATION OF TESTDRIVE. SEE TECHNICIAN'S STORY N/R TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATED THE VEHICLE KEEPS WANTING TO REGEN REPEATEDLY.

(Claim) Cause:

CONNECTED [redacted] AND CODE [redacted] REGEN TO FREQUENT, FOLLOWED DIAGNOSTICS STEPS, INSPECTED AIR FILTER AND HOUSING, FOUND HOUSING HAD [redacted] THAT WER E STRIPPED OUT AND WASN'T ALLOWING PROPER CLAMPING FORCE BECAUSE AIR FILTER HOUSING WAS DEFORMED, REPLACED AIR FILTER HOUSING, TEST DROVE, CODE STAYED I NACTIVE DURING DURATION OF TEST DRIVE.

(Claim) Correction:

CONNECTED [redacted] AND CODE [redacted] REGEN TO FREQUENT, FOLLOWED DIAGNOSTICS STEPS, INSPECTED AIR FILTER AND HOUSING, FOUND HOUSING HAD [redacted] THAT WER E STRIPPED OUT AND WASN'T ALLOWING PROPER CLAMPING FORCE BECAUSE AIR FILTER HOUSING WAS DEFORMED, REPLACED AIR FILTER HOUSING, TEST DROVE, CODE STAYED I NACTIVE DURING DURATION OF TEST DRIVE.

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	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	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[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]	LUBRICANT	6		312.92	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1		47.93	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		15.98	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] piece propeller shaft equipped			[redacted]	[redacted]	[redacted]			[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] piece propeller shaft equipped			[redacted]	LUBRICANT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] piece propeller shaft equipped			[redacted]	[redacted]	1		47.93	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] piece propeller shaft equipped			[redacted]	[redacted]	1		15.98	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted]			[redacted]	[redacted]	1		[redacted]	

		piece 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]	LUBRICANT	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]	D-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]	D-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	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	LUBRICANT	6		312.92	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	D-RING	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	D-RING	1		15.98	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	$2,400.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	LUBRICANT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	D-RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O RING	1		[redacted]	
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		26.44	$592.45
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	8217.89	$91.15
B	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
C	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]		1		[redacted]	[redacted]
C	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	9		[redacted]	
C	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	

C	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	05010884AD [redacted]	SEALER	1		11.75	$106.34 [redacted]
C	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD [redacted]	FLUID AFT	9		140.48	$106.34 [redacted]
C	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	68445748AA [redacted]	BODY ASSY	1	X	2616.87	$106.34 [redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification [redacted] [Safety Recall [redacted] - Intake Air Grid Heater Relay **] CUSTOMER STATES VEHICLE WILL NOT ACCELERATE IN ANY FORWARD GEAR. TRANSMISSION DOES SHIFT TO REVERSE AND TRUCK DRIVES. CHECK & ADVISE. MULTI-[redacted] INSPECTION NO [redacted] RECEIVED FROM TOW DRIVER. CUSTOMER ARRANGED/PAID FOR TOW DIRECTLY. POST TSB REPAIR VEHICLE NOW HAS DELAY INTO DRIVE AND BANGS TERRIBLY. PER [redacted]S REMOVE TRANS AND INSPECT FOR CAUSE OF CONCERN (K2 OR B2 CLUTCHES ???)

(RO) Cause:

[redacted] BROKE TSB [redacted] NO ACCEL BROKEN TSB

(RO) Correction:

PART NOT AVAILABLE DURINGTHIS VISIT SPECIAL ORDERED PARTS 4227 c/s vehicle will not accelerate in anyforward gears, transmission has reversePerformed TSB [redacted] and removed transand disassembled and found [redacted] snap ringdislogged and clutches laying intrans.Installed new [redacted] sub assembly perTSB.Reassembled trans and installed trans invehicle.When After TSB was performed vehiclehas a [redacted] delay and bangs hard in driveonly, reverse works fine.Contacted [redacted] andhave to remove trans again for inspection Transmission, Remove and install for recondition -[redacted] [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] PROP SHAFT DEF EQUIPPED [redacted] EQUIPPED CUSTOMER REQUESTS: A COURTESY LOANER CAR FOR [redacted]. CUSTOMER IS TO REPLENISH THE AMOUNT OF GAS USE[redacted] BE [redacted] CTP COURTESY TRANSPORTATION (CLAIMING [redacted] PROP SHAFT DEF EQUIPPED [redacted] EQUIPPED CUSTOMER REQUESTS: A COURTESY LOANER CAR FO[redacted]. CUSTOMER IS TO REPLENISH THE AMOUNT OF GAS USED [redacted] BE BILLED [redacted]. LUBE-OIL-GREASE CHARGES MULTI-[redacted] INSPECTION [redacted] [redacted] Post TSB repair vehicle now has delayinto drive and bangs terribly Vehicle has [redacted] delay in drive then bangs intogear,contacted star case [redacted] disassembled trans per [redacted] request andfound bottom slip ring on input shafttorn.Got new [redacted] clutch assembly and checkednew K1 by air testing and checked clutchclearance, Clearance is at .064 and specs are

(RO) Technical Notes:

REPLACED AS PER [redacted] CAS[redacted],[redacted]AS TECH NOTES AND TSB DO NOT SUPPORT REPLACEMENT. 2} REMOVE F LUID AS AISIN TRANSMISSION ARE PREFILLED AND OVERFILLED. THANK YOU FROM THE F CA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted] [redacted] INCLUDE VIN & CONCERN. REPLACED PER [redacted] CAS[redacted] [redacted],[redacted]AS TECH NOTES AND TSB DO NOT SUPPORT REPLACEMENT. 2} REMOVE F LUID AS AISIN TRANSMISSION ARE PREFILLED AND OVERFILLED. THANK YOU FROM THE F CA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted] [redacted] INCLUDE VIN & CONCERN. PART [redacted] [redacted] CASE [redacted] [redacted] NOTES IN SYSTEM FROM [redacted] AND DM APPROVED RENTAL 60 [redacted]. PART [redacted] [redacted] CASE [redacted] AN D [redacted]AS TECH NOTES AND TSB DO NOT SUPPORT REPLACEMENT . THANK YOU FROM THE FCA WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE C ONTACT THE [redacted] AGENT [redacted] [redacted] INCLUDE VIN & CONCERN.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT ACCELERATE IN ANY FORWARD GEAR. TRANSMISSION POST TSB REPAIR VEHICLE NOW HAS DELAY INTO DRIVE AND BANGS TERRIBLY. PER [redacted] DOES SHIFT TO REVERSE AND TRUCK DRIVES S REMOVE TRANS AND INSPECT FOR CAUSE OF CONCERN (K2 OR B2 CLUTCHES

(Claim) Cause:

K[redacted] BROKE [redacted] POST TSB REPAIR VEHICLE NOW HAS DELAY INTO DRIVE AND BANGS TERRIBLY VEHICLE H REPLACED VALVE BODY PER STAR AS [redacted]D DELAY IN DRIVE THEN BANGS INTO GEAR,CONTACTED STAR CASE [redacted] 6.

(Claim) Correction:

C/S VEHICLE WILL NOT ACCELERATE IN ANY FORWARD GEARS, TRANSMISSION HAS REVERS REPLACED VALVE BODY PER STAR E PERFORMED TSB [redacted] AND REMOVED TRANS AND DISASSEMBLED AND FOUND K1 S NAP RING DISLOGGED AND CLUTCHES LAYING IN TRANS.INSTALLED NEW K1 SUB ASSEMBLY POST TSB REPAIR VEHICLE NOW HAS DELAY INTO DRIVE AND BANGS TERRIBLY VEHICLE H PER TSB.REASSEMBLED TRANS AND INSTALLED TRANS IN VEHICLE.WHEN AFTER TSB WAS AS [redacted]D DELAY IN DRIVE THEN BANGS INTO GEAR,CONTACTED STAR CASE [redacted] PERFORMED VEHICLE HAS A [redacted] DELAY AND BANGS HARD IN DRIVE ONLY, REVERSE 6.REMOVED TRANS DISASSEMBLED TRANS PER STAR REQUEST AND FOUND BOTTOM SLIP RIN G ON INPUT SHAFT TORN.GOT NEW K1 CLUTCH ASSEMBLY AND CHECKED NEW K1 BY AIR TE WORKS FINE.CONTACTED STAR AND HAVE TO REMOVE TRANS AGAIN FOR INSPECTION STING AND CHECKED CLUTCH CLEARANCE, CLEARANCE IS AT [redacted] AND SPECS ARE .057-[redacted] MEETS SPECS,INSTALLED NEW SLIP RINGS AND ASSEMBLED TRANS DELAY NO LONGER PRESENT.TEST DROVE VEHICLE AND HAS HARD SHIFT INTO DRIVE AND BANGS GOING FRO M [redacted] TRANS AGAIN AND DISASSEMBLED FOR INSPECTION PE R [redacted] AIR CHECKED [redacted] CLUTCH AND ALSO CHECKED CLUTCH CLEARANCE AND IS A T .059 WITHIN SPECS.CONTACTED FSE [redacted] AND ORDERED NEW TRANS UNIT ON [redacted] NEW TRANSMISSION AND PERFORMED QUICKLEARN PROCEDURE, TEST D ROVE AND SHIFTED TO SPECS

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**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	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] T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C/AS69RC ; Two piece propeller shaft equipped			[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]	[redacted] T	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:

POST TSB REPAIR VEHICLE NOW HAS DELAY INTO DRIVE AND BANGS TERRIBLY. PER STAR S REMOVE TRANS AND INSPECT FOR CAUSE OF CONCERN (K2 OR B2 CLUTCHES ???)

(Claim) Cause:

POST TSB REPAIR VEHICLE NOW HAS DELAY INTO DRIVE AND BANGS TERRIBLY VEHICLE H AS [redacted] DELAY IN DRIVE THEN BANGS INTO GEAR,CONTACTED STAR CASE [redacted] 6.REMOVED TRANS DISASSEMBLED TRANS PER STAR REQUEST AND FOUND BOTTOM SLIP RIN G ON INPUT SHAFT TORN

(Claim) Correction:

POST TSB REPAIR VEHICLE NOW HAS DELAY INTO DRIVE AND BANGS TERRIBLY VEHICLE H AS [redacted] DELAY IN DRIVE THEN BANGS INTO GEAR,CONTACTED STAR CASE [redacted] 6.REMOVED TRANS DISASSEMBLED TRANS PER STAR REQUEST AND FOUND BOTTOM SLIP RIN G ON INPUT SHAFT TORN.GOT NEW K1 CLUTCH ASSEMBLY AND CHECKED NEW K1 BY AIR TE STING AND CHECKED CLUTCH CLEARANCE, CLEARANCE IS AT .064 AND SPECS ARE .057-[redacted] SPECS,INSTALLED NEW SLIP RINGS AND ASSEMBLED TRANS DELAY NO LONGER PRESENT.TEST DROVE VEHICLE AND HAS HARD SHIFT INTO DRIVE AND BANGS GOING FRO M [redacted] TO [redacted] TRANS AGAIN AND DISASSEMBLED FOR INSPECTION PE R [redacted] CHECKED K1 CLUTCH AND ALSO CHECKED CLUTCH CLEARANCE AND IS A T .059 WITHIN SPECS.CONTACTED [redacted] AND ORDERED NEW TRANS [redacted] ON [redacted] NEW TRANSMISSION AND PERFORMED QUICKLEARN PROCEDURE, TEST D ROVE AND SHIFTED TO SPECS [redacted] WAS MOPAR THAT DID NOT CORRECT CONCER N WHICH RESULTED IN TRANSMISSION REPLACE MENT AT THE DIRECTION OF [redacted] ([redacted] NOTES ARE IN THE SYSTEM.)

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]
Address	2601 SOUTH WATER , BURNET, TX 78611		

Condition Information

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

RO Narratives

(RO) Customer Concern:

FREE [redacted] POINT INSPECTION General Concern 1 Oil change

(RO) Cause:

complete complete

(RO) Correction:

complete change oil and filter

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim 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**	LAMPE [redacted] JEEP OF [redacted]			**Zone**	[redacted]
[redacted]	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]	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							[redacted]

RO Narratives

(RO) Customer Concern:

TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED VEHICLE INSPECTION TRANSMISSION RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL ONLY MOVE IN REVERSE

(Claim) Cause:

SCAN COMPUTER CONTROLS AND CHECK TRANSMISSION OPERATION - CHECK FLUID ROAD TE ST VEHICLE AND RECHECK OPERATION

(Claim) Correction:

VEHICLE OPERATING AS INTENDED

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	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]	5210 S IH 35 , AUSTIN, TX 78745				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER STATES VEHICLE INTERMITTENTLY HAS HARD SHIFT BETWEE N [redacted] VEHICLE FEELS LIKE ITS LUNGING FORWARD G OING DOWN HILL AT IDLE SPEED FELT LIKE [redacted] WAS ON AT A HIGHER RPM COULD HEAR A CLICKING NOISE COMING FROM TRANS A REA (Automatic Transmission Concern) (Rotate tires) (Multi-point inspection according to maintenance interval) RENTAL CAR

(RO) Cause:

RECALL [redacted] TEST DROVE VEHICLE. VEHICLE HAS HARS[redacted]. NO FLASHES, STAR CASES, TSB'S EXISTS FOR CONDITION. REMOVE TRANS AND DISASSEMBLE FOR INPSP. NO OBVIOUS ISSUES EXISTS THAT I CAN SEE. COMPLETE RRW FOR REPAIR VS REPLACEMENT COSTS. REPLACEMENT WILL BE REQUIRED PER RRW WORKSHEET. VEHICLE WAS COMPARED TO A SIMILARLY EQUIPPED TRUCK, 1-2 WAS NOT THE SAME (IT WAS WORSE IN THIS TRUCK). MOPAR DISCOUNT COUPON APPLIED INSPECTION

(RO) Correction:

R&R GRID HEATER RELAY PER RECALL [redacted] R&R TRANSMISSION PER SERVICE INFORMATION. SET FLUID LEVEL, PERFORMED QUICKLEARN AND DROVE, CONDITION IS CORRECTED AT THIS TIME. ROTATE TIRES AND CHECK & RESET TIRE PRESSURES COMPLETED INSPECTION AND CUSTOMER PROVIDED WITH COPY OF MULTI-POINT INSPECTION FORM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

RECAL[redacted]

(Claim) Correction:

R&R GRID HEATER RELAY PER RECALL [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 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**	LAMPE DODGE [redacted] JEEP OF [redacted]	**Zone**	[redacted]
Address	1950 S BLACKSTONE ST , [redacted] , CA 93274				

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] 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	50.04	[redacted]

RO Narratives

(RO) Customer Concern:

TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED VEHICLE INSPECTION TRANSMISSION RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL ONLY MOVE IN REVERSE

(Claim) Cause:

SCAN COMPUTER CONTROLS AND CHECK TRANSMISSION OPERATION - CHECK FLUID ROAD TE ST VEHICLE AND RECHECK OPERATION

(Claim) Correction:

VEHICLE OPERATING AS INTENDED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS [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]

Condition Information

Condition [redacted]			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:

General Concern #1 [CUSTOMER STATESTHE TRUCK WILL NOT GO INTO GEAR CHECK AND ADVISE. TOW IN. CHECK ANGINE LIGHT IS ON] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] CUSTOMER STATE TRUCK WONT GO INTO DRIVE CHECK AND ADVISE

(RO) Cause:

. . .

(RO) Correction:

[redacted] DUPLICATED CUSTOMER CONCERN WHENIN DRIVE GEAR VEHICLE DOES NOT MOVE,RESTRICTED LEFT FRONT WHEEL INSPECTED FRONTSTEERING AND SUSPENSION, RETAINER FOR LEFTFRONT AXLE UNIVERSAL JOINT IS MISSING CAUSINGUNIVERSAL JOINT TO BE MISALIGNED AND BINDING,REMOVED AND REPLACED LEFT FRONT AXLE, AFTERREPLACEMENT VEHICLE INTERMITTENTLY GOES INTODRIVE. R E. SHAFT Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION - - - [redacted] REMOVED AND REPLACED INTAKE GRIDHEATER RELAY. LOP: [redacted] confirmed customer complaint. foundvehicle has check engine light with [redacted] snap ring tsb TRANSM [redacted] EQUIPPED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATE TRUCK WONT GO INTO DRIVE CHECK AND ADVISE GENERAL CONCERN #1 [CUSTOMER STATES THE TRUCK WILL NOT GO INTO GEAR CHECK AND ADVISE. TOW IN. CHECK ANGINE LIGHT IS ON

(Claim) Cause:

CONFIRMED CUSTOMER COMPLAINT. FOUND VEHICLE HAS CHECK ENGINE LIGHT WITH ACTIV DUPLICATED CUSTOMER CONCERN WHEN IN DRIVE GEAR VEHICLE DOES NOT MOVE, RESTRIC E [redacted] TED LEFT FRONT WHEEL INSPECTED FRONT STEERING AND SUSPENSION, RETAINER FOR LE FT FRONT AXLE UNIVERSAL JOINT IS MISSING CAUSING UNIVERSAL JOINT TO BE MISALI GNED AND BINDING,

(Claim) Correction:

K1 SNAP RING TSB REMOVED AND REPLACED LEFT FRONT AXLE, AFTER REPLACEMENT VEHICLE INTERMITTENTL Y GOES INTO DRIVE.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28M92 - RAM 3500 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**	[redacted]
Address	2640 EAST ANDY DE[redacted]E AVENUE , KINGMAN, AZ 86401				

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		187.93	$68.72
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		46.37	$68.72
[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 ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1334.71	$137.44
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		187.93	$137.44
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	[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]	

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]	FLUID AFT	3		[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 ; [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]	FLUID AFT	3		[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 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]	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]	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]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

ADMIN FEE ENGINE - CHECK ENGINE OR SERVICE LIGHT CONCERN TRANSMISSION - TRANSMISSION CONCERN/REPAIR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE SHUT DOWN WHILE DRIVING AND LOSS OF GEARS. VEHICLE STA RTS OK AND HAS REVERSE ONLY.

(Claim) Cause:

VERIFIED CONCERN, UPON INSPECTION FOUND [redacted] FOR GEAR RATIO ERROR IN [redacted] AND [redacted] FOR GEAR RATIO ERROR IN [redacted]. FOUND RELATED TSB FOR K1 CLUTCH FAI LURE.

(Claim) Correction:

REMOVED AND DISASSEMBLED TRANS FOR INSPECTION TO FIND [redacted] CLUTCH FAILURE. REPLA CED [redacted] CLUTCH ASSEMBLY AS DESCRIBED IN TSB INFO. FLASHED PCM FROM [redacted] TO [redacted] DUE TO RELATED TO TCM FLASH, FLASHED TCM FROM [redacted] TO [redacted], PERFORMED QUICK LEARN, AND RETESTED TO FIND TRANS NOW PERFORMS AS D ESIGNED AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition	[redacted]		Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Transmission Mechanical, Trouble Not Found ; Transmission Other	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

VEHICLE IS TOW TRUCK AND HAS AFTERMARKET UPPFITTED PTO SYSTEM IN THE

GCS Narratives

(Claim) Customer Concern:

MISCELLANEOUS remove and reinstall pto

(Claim) Cause:

vehicle is tow truck and has aftermarket uppfitted pto system in they way of t rans repairs

(Claim) Correction:

removed and reinstalled pto system to performed trans repairs

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

Condition Information

Condition [redacted]	[redacted]	**Failure** [redacted]	**Failure Desc**	**Part Number**	**Part Name**	[redacted] **Quantity**	**Failed**	**Expense**	**Expense**
[redacted]	[redacted]	TCM Quick Learn ; [redacted] UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

Customer States no power hard shifts new truck broke down specifically the transmission in [redacted] and he got it repaired there but since repair it has no power and is not smooth Please check and advise [redacted]. RECALL 1 [redacted] Ram Heavy Duty [redacted] Heater Relay (R ECALL 1) COURTESY CUSTOMER VEHICLE INSPECTION INSPECT ALL INTERIOR AND EXTERIOR COMPONENT OPERATIONS.

(RO) Cause:

TEST DROVE. INSPECTED FLUID LEVEL AND CONDITION. NO PROBLEMS FOUND. CHECKED FOR RELATED BULLETINS AND STAR CASES- NONE APPLY NO PARTS CHECK FLUID LEVELS, WIPERS, BRAKES, BATTERY, TIRES, ETC. PERFORMED COMPLETE VEHICLE INSPECTION PER CHECK LIST

(RO) Correction:

PERFORMED QUICK LEARN AND ROAD TESTED TO VERIFY PROPER OPERATION OPERATING AS DESIGNED AT THIS TIME NO PARTS AVAILABLE - CUSTOMER DECLINED AT THIS TIME AND NOTIFIED CUSTOMER OF ANY CONCERNS. AND VEHICLE WALK AROUND.

(RO) Technical Notes:

NO POWER AND HARD SHIFTS. PEFORMED QUICK LEARN AND ROADTEST

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES NO POWER HARD SHIFTS NEW TRUCK BROKE DOWN SPECIFICALLY THE T RANSMISSION IN TAMPA AND HE GOT IT REPAIRED THERE BUT SINCE REPAIR IT HAS NO POWER AND IS NOT SMOOTH

(Claim) Cause:

TEST DROVE. INSPECTED FLUID LEVEL AND CONDITION. NO PROBLEMS FOUND. CHECKED FO R RELATED BULLETINS AND STAR CASES- NONE APPLY

(Claim) Correction:

PERFORMED QUICK LEARN AND ROAD TESTED TO VERIFY PROPER AS DESIGNED AT THIS TIM E

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]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	5210 S IH 35 , AUSTIN, TX 78745		

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 ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]			[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]	[redacted] ; High Line			[redacted]B	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]2	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

HARSH AND ERRATIC SHIFTING WN FOUND NOTHING OBVIOUS. COMPLETED [redacted] FOR RECONDITION/REPLACE RULE.REPLACED TRANS PER [redacted].

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE INTERMITTENTLY HAS HARD SHIFT [redacted] N [redacted] CUSTOMER STATES VEHICLE INTERMITTENTLY HAS HARD SHIFT [redacted] N [redacted] CUSTOMER STATES VEHICLE INTERMITTENTLY HAS HARD SHIFT [redacted] N [redacted] CUSTOMER STATES VEHICLE INTERMITTENTLY HAS HARD SHIFT [redacted] N [redacted]

(Claim) Cause:

TEST DROVE VEHICLE. VEHICLE HAS HARSH [redacted]. NO FLASHES, STAR CASES, TSB'S TEST DROVE VEHICLE. VEHICLE HAS HARS[redacted]. NO FLASHES, STAR CASES, TSB'S TEST DROVE VEHICLE. VEHICLE HAS HARSH [redacted]. NO FLASHES, STAR CASES, TSB'S TEST DROVE VEHICLE. VEHICLE HAS HARSH [redacted]. NO FLASHES, STAR CASES, TSB'S

(Claim) Correction:

R&R TRANSMISSION PER SERVICE INFORMATION. SET FLUID LEVEL, PERFORMED QUICKLEAR R&R TRANSMISSION PER SERVICE INFORMATION. SET FLUID LEVEL, PERFORMED QUICKLEAR R&R TRANSMISSION PER SERVICE INFORMATION. SET FLUID LEVEL, PERFORMED QUICKLEAR R&R TRANSMISSION PER SERVICE INFORMATION. SET FLUID LEVEL, PERFORMED QUICKLEAR

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,900.47	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	EAST 7700 SPRAGUE AVENUE , SPOKANE, WA 99212		

Condition Information

Condition [redacted]	LOP	LOP Desc	[redacted] Code	[redacted]	[redacted]	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped				FLUID AFT	6		80.84	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped				BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped				BOLT	8		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped				GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped				BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped				CLUTCHKIT	1	X	1163.46	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped				HUB	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped				FLUID AFT	6		80.84	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped				FLUID AFT	6		80.84	$44.95

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]	[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]		6		[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]		6		[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] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		80.84	[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]	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]	BOLT	6		39.47	[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]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	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]		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	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	HUB	1		324.95	[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]	BOLT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

TIRE TREAD DEPTH GREEN CUSTOMER STATES WAS BACKING UP A TRAILER AND LOST ALL FORWARD GEARS, UNHOOKED THE TRAILER AND WAS ABLE TO GET THE TRUCK TO GO INTO FORWARD GEAR BUT SEEMS TO BE STUCK IN A REALLY HIGH GEAR, EXTREMELY HARD SHIFT IN [redacted] PLEASE CHECK AND ADVISE PERFORM LUBE OIL AND FILTER CHANGE

(RO) Cause:

MAINTENANCE

(RO) Correction:

PERFORMED LUBE OIL AND FILTER CHECKED FLUIDS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WAS BACKING UP A TRAILER AND LOST ALL FORWARD GEARS, UNHOOKED CUSTOMER STATES WAS BACKING UP A TRAILER AND LOST ALL FORWARD GEARS, UNHOOKED CUSTOMER STATES WAS BACKING UP A TRAILER AND LOST ALL FORWARD GEARS, UNHOOKED

(Claim) Cause:

CHECK ENGINE LIGHT AND TRANS HAS NO FORWARD GEAR[redacted] [redacted] FOR CHECK ENGINE LIGHT AND TRANS HAS NO FORWARD GEAR[redacted] [redacted] FOR CHECK ENGINE LIGHT AND TRANS HAS NO FORWARD GEAR. [redacted] [redacted] FOR

(Claim) Correction:

REPLACED K1 [redacted] ASSEMBLY AND K2 HUB. INSTALLED TRANSMISSION TEST DROVE AND REPLACED [redacted] [redacted] ASSEMBLY AND K2 HUB. INSTALLED TRANSMISSION TEST DROVE AND REPLACED K1 [redacted] ASSEMBLY AND K2 HUB. INSTALLED TRANSMISSION TEST DROVE AND

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]
[redacted]			

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
A	[redacted]	Shaft, Front Axle ; [redacted] -Right or left	[redacted]	IMPROPERLY MACHINED	[redacted]	SHAFT	1	X	616.62	$123.87
A	[redacted]	Shaft, Front Axle ; [redacted] -Right or left	[redacted]	IMPROPERLY MACHINED	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Shaft, Front Axle ; [redacted] -Right or left	[redacted]	IMPROPERLY MACHINED	[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1300.57	$212.34
[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]	FLUID AFT	[redacted]			
B	21000A60	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[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]	CLUTCHKIT	1	X	1300.57	[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]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	[redacted]				[redacted]

		Assembly - Inspect and Replace Snap Ring								

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESTHE TRUCK WILL NOT GO INTO GEAR CHECK AND ADVISE. TOW IN. CHECK ANGINE LIGHT IS ON] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] CUSTOMER STATE TRUCK WONT GO INTO DRIVE CHECK AND ADVISE

(RO) Cause:

. . .

(RO) Correction:

[redacted] DUPLICATED CUSTOMER CONCERN WHENIN DRIVE GEAR VEHICLE DOES NOT MOVE,RESTRICTED LEFT FRONT WHEEL INSPECTED FRONTSTEERING AND SUSPENSION, RETAINER FOR LEFTFRONT [redacted] UNIVERSAL JOINT IS MISSING CAUSINGUNIVERSAL JOINT TO BE MISALIGNED AND BINDING,REMOVED AND REPLACED LEFT FRONT [redacted], AFTERREPLACEMENT VEHICLE INTERMITTENTLY GOES INTODRIVE. R E. SHAFT Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION - - - [redacted] REMOVED AND REPLACED INTAKE GRIDHEATER RELAY. LOP: [redacted] = [redacted] confirmed customer complaint. foundvehicle has check engine light with [redacted]. k1 snap ring tsb TRANSM [redacted] EQUIPPED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATE TRUCK WONT GO INTO DRIVE CHECK AND ADVISE GENERAL CONCERN #1 [CUSTOMER STATES THE TRUCK WILL NOT GO INTO GEAR CHECK AND ADVISE. TOW IN. CHECK ANGINE LIGHT IS ON

(Claim) Cause:

CONFIRMED CUSTOMER COMPLAINT. FOUND VEHICLE HAS CHECK ENGINE LIGHT WITH ACTIV DUPLICATED CUSTOMER CONCERN WHEN IN DRIVE GEAR VEHICLE DOES NOT MOVE, RESTRIC E [redacted] TED LEFT FRONT WHEEL INSPECTED FRONT STEERING AND SUSPENSION, RETAINER FOR LE FT FRONT [redacted] UNIVERSAL JOINT IS MISSING CAUSING UNIVERSAL JOINT TO BE MISALI GNED AND BINDING,

(Claim) Correction:

K1 SNAP RING TSB REMOVED AND REPLACED LEFT FRONT [redacted], AFTER REPLACEMENT VEHICLE INTERMITTENTL Y GOES INTO DRIVE.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L64 - RAM 5500 REG 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	$1,000.85	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]		Failure	Failure Desc	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$87.03
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	6		25.67	$87.03
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		365.47	$87.03
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		136.38	$87.03
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		122.83	$87.03
[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]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		365.47	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		136.38	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		[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]	BOLT	6		25.67	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	HUB	1		365.47	[redacted]
[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	[redacted]			

		[redacted] C ; Skid plate equipped								
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 ; [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]	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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		365.47	[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]	[redacted]
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]

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESCHECK ENGINE LIGHT, ABS LIGHT, SERVICE [redacted] LIGHT, BRAKE LIGHT ALL ON AND TRANSMISSION WILL NOT ENGAGEINTO DRIVE] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) CANNED FOOD DRIVE DONATIONS CUSTOMER STATES EXHAUST LEAK COMINGFROM TRUCK

(RO) Cause:

INTERNAL TRANS FAILURE VCD

(RO) Correction:

[redacted] FAILURE OF K1 CLUTCH ASSEMBLY AND K2CLUTCH HOUSING VERIFIED CONCERN, [redacted] AND FOUND FAILURES OF [redacted] CLUTCH SNAPRING, CAUSING FAILURES OF [redacted] CLUTCH ASSEMBLYAND DAMAGE TO K2 CLUTCH HOUSING. REMOVEDTRANSMISSION AND REPLACED K1 ASSEMBLY, K2HOUSING, AND ALL GASKETS REQUIRED FOR REMOVALPER [redacted]. PRIOR TO TRANSMISSIONREMOVAL, ALL PTO WIRING, PLUMBING ANDHYDRAULIC PUMP HAD TO BE

REMOVED FORTRANSMISSION REMOVAL. UPON REMOVAL OFTRANSMISSION, VALVE BODY CONNECTOR AT REAR OFTRANSMISSION WAS DAMAGED. REPLACED CONNECTORBODY AND LOCK. REASSEMBLED TRANSMISSION,FILLED TRANSMISSION FLUID, PERFORMEDQUICKLEARN AND TEST DROVE, CONDITIONCORRECTED Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) LOP [redacted] [redacted] PROPELLER SHAFT LOP [redacted] [redacted] DEF EQUIPPEDLOP [redacted] 4X4 EQUIPPEDPTO UPFIT REMOVAL VALVE BODY CONNECTOR REPLACEMENT TOWING CUSTOMER STATES CUSTOMER STATES CUSTOMER STATES CUSTOMER STATES STRAIGHT TIME STRAIGHT TIME SUBLET REPAIRS [redacted] ORDERED BUT ON BACK ORDER Recall / Customer Satisfaction Notification1 MISCELLANEOUS REPAIR Multi-point inspection (according to maintenanceinterval) PERFORM [redacted] INSPECTION CANS CANNED FOOD DRIVE DONATIONS ROUND UP FOR CANNED FOOD DRIVE DONTATION CANNED FOOD DRIVE ROUNDUPMISC. SHOP CHARGES 4657 EXHAUST LEAK AT TURBO EXHAUST CLAMP ANDGASKET VERIFIED CONCERN, FOUND EXHAUST LEAKAT TURBO EXHAUST CLAMP AND GASKET. REPLACEDCLAMP, UPPER AND LOWER PIPE GASKET. TESTDROVE, CONDITION CORRECTED CI

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT, ABS LIGHT, SERVICE 4WD LIGHT, BRAKE LIGHT ALL ON AND TRANSMISSION WILL NOT ENGAGE INTO DRIVE]

(Claim) Cause:

CAUSE: INTERNAL TRANS FAILURE

(Claim) Correction:

FAILURE OF [redacted] CLUTCH ASSEMBLY AND K2 CLUTCH HOUSING VERIFIED CONCERN, [redacted]. TESTED AND FOUND FAILURES OF K1 CLUTCH SNAP RING, CAUSING FAILURES OF K1 CLUTCH ASSEMBLY AND DAMAGE TO K2 CLUTCH HOUSING. REMOVED TRANSMISSION AND REP LACED K1 ASSEMBLY, K2 HOUSING, AND ALL GASKETS REQUIRED FOR REMOVAL PER TSB 2 [redacted]. PRIOR TO TRANSMISSION REMOVAL, ALL PTO WIRING, PLUMBING AND HYDRAUL IC PUMP HAD TO BE REMOVED FOR TRANSMISSION REMOVAL. UPON REMOVAL OF TRANSMISS ION, VALVE BODY CONNECTOR AT REAR OF TRANSMISSION WAS DAMAGED. REPLACED CONNE CTOR BODY AND LOCK. REASSEMBLED TRANSMISSION, FILLED TRANSMISSION FLUID, PER FORMED QUICKLEARN AND TEST DROVE, CONDITION CORRECTED

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]	[redacted] RAM	***Zone***	71	[redacted]
Address	1600 AUTO MALL DR , TURLOCK, CA 95380						

Condition Information

Condition [redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	[redacted] ***Expense***
[redacted]	Engine/Transmission/Powertrain Control Module	5T	TERMINAL(S) PUSHED OUT						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW IN, CHECK AND ADVISE, CUSTOMER STATES CHECK ENGINE LIGHT ON, ENGINE STALLS AT RANDOM, WHEN DRIVING, SOMETIMES STARTS RIGHT BACK UP, OR WON'T START ON OTHER TIMES

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. ON INSPECTION FOUND THE FOLLOWING DTCS: [redacted] IM PLAUSIBLE DATA RECEIVED FROM ECM/PCM "A", [redacted] INVALID DATA RECEIVED FRO M ANTI-LOCK BRAKE SYSTEM (ABS) CONTROL MODULE "A", [redacted] BRAKE PEDAL POSITION/ACCELERATOR PEDAL POSITION INCOMPATIBLE, [redacted] A/C PRESSURE SENSOR C IRCUIT HIGH, [redacted] SENSOR REFERENCE VOLTAGE 4 CIRCUIT LOW, [redacted] LEFT FRONT WHEEL SPEED SENSOR-SIGNAL COMPARE FAILURE, [redacted] RIGHT FRONT WHEEL SPEED SENSOR-SIGNAL COMPARE FAILURE, [redacted] ORIGINAL VIN MISMATCH/MISSING, ABS [redacted] VEHICLE CONFIGURATION MISMATCH, [redacted] INVALID DATA RECEIVED FR OM ANTI-LOCK BRAKE SYSTEM (ABS) CONTROL MODULE "A", [redacted] IMPLAUSIBLE DATA RECEIVED FROM BODY CONTROL MODULE, [redacted] INVALID DATA RECEIVED FROM ANTI- LOCK BRAKE SYSTEM (ABS) CONTROL MODULE "A", [redacted] USB HUB OVERCURRENT [redacted] INVALID DATA RECEIVED FROM ANTI-LOCK BRAKE SYSTEM (ABS) CONTROL

MODUL E "A", AND [redacted] INVALID DATA RECEIVED FROM ANTI-LOCK BRAKE SYSTEM ([redacted]) CONTROL MODULE "A". SUSPECT [redacted] MAY BE CAUSING OTHER [redacted]S.

(Claim) Correction:

UNPLUGGED ACCELERATOR PEDAL POSITION SENSOR AND MEASURE [redacted], CIR CUIT [redacted]. MEASURED 0V. DISCONNECTED A/C PRESSURE SWITCH SENSOR CONNECTOR AN D MEASURE [redacted] CIRCUIT [redacted] MEASURED 0V. TESTED FOR SHORT TO GROUND, ME ASURED NO CONNECTION TO GROUND. BEGAN TO UNPLUG PCM CONNECTOR 2 AND [redacted]S BEC AME STORED. MOVED HANRESS AT CONNECTOR AND THE [redacted]S WOULD RETURN. UNPLUGGE D PCM CONNECTOR 2 AND INSPECTE [redacted], CIRCUIT [redacted]. FOUND TERMINAL WAS NOT FULLY SEATED IN LOCKING TAB. REMOVED COVER FROM CONNECTOR AND PUSHED IN WI RE FO [redacted] UNTIL AND AUDIBLE CLICK WAS HEARD. CHECKED OTHER TERMINALS TO M AKE SURE THEY ARE ALL FULLY SEATED. DID NOT FIND ANY OTHER LOOSE TERMINALS. CONNECTED PCM CONNECTOR 2 BACK AND STARTED VEHICLE, NO [redacted]S RETURNED. TEST DR OVE VEHICLE OVER BUMPY ROADS, [redacted]S DID NOT RETURN.

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**	$7,387.80	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	TIM [redacted] DODGE JEEP RAM	**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] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	$50.95
A	[redacted]	Transmission ; DEF [redacted] 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission ; DEF [redacted] 4x4 pick-up only			[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			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	[redacted]	1		1027.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	FLUID AFT	8		95.20	[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]	[redacted]	1		1027.60	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	$50.95
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD			[redacted]	[redacted]	1		[redacted]	

		equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	8		95.20	$50.95

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ADVISED BY STAR CENTER TO ORD ER AND REPLACE TRANSMISSION CHECKED TO FIND TRANS WITH INTERNAL DAMAGE ST AR STATED TO REPLACE UNIT DUE TO SNAP RING FA ILURE REMOVED AND REPLACED TRANSMISSION UNIT AND TO PPED OFF FLUID TEST DROVE ALL OK NOW WORKING AS DESIGNED[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANS HITS HARD WHEN SHIFTING BETWEEN GEARS

(Claim) Cause:

STAR INSTRUCTED TO REPLACE [redacted] CLUTCH FOR [redacted], VERIFIED SAME CONCERN, S TAR THEN INSTRUCTED TO REPLACE TRANSMISSION FOR CUSTOMER SATISFACTION

(Claim) Correction:

REPLACED TRANSMISSION AS PER STAR

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	13165 N AUTOSHOW AVE , SURPRISE, AZ 85388		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	BOLT	6	X	[redacted]	$30.27

		propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		57.55	$30.27
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		82.33	$30.27
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		11.54	$30.27
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		36.08	$30.27
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6	X	[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	GREASE	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	9		123.50	$90.80
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	6		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	SNAP RING	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	SEAL RING	1		11.54	$90.80
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	BOLT	6	X	40.20	$272.39
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	GASKET	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6	X	[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		123.50	$0.00
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	SNAP RING	1		10.09	$0.00
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	SEAL RING	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6	X	40.20	$1,222.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		[redacted]	

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	7224.44	$590.19
C	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TOC ASSY	1		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		264.76	$590.19
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] [redacted] 1 [redacted] DDDPD2 AISINTRANSMISSION ROUGH SHIFT **] TOWED IN RED [redacted] C/S WHILE DRIVING HEARD A LOUD BANG, RPMS DROPPED AND HAD TO PULL OVER ONTO SIDE OF ROAD PLEASE ADVISE DETAIL

(RO) Cause:

F F F

(RO) Correction:

Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled) [redacted]-RT Module, TransmissionControl (TCM) - Inspect and Reprogram Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled) Body & Accessories [redacted] complaint. NO FLUID INTRANSMISSION. ADDED FLUID AND TRANSMISSIONDID NOT SHIFT. REMOVED TRANSMISSION PAN ANDINSPECTED. FOUND EXCESSIVE AMOUNTS OF DEBRISAND LARGE PIECES OF STEEL/ALUMINUM IN PAN.REMOVED AND REPLACED TRANSMISSION AND COOLER.QUICKLEARNED NEW TRANSMISSION AND TEST DROVETO VERIFY REPAIR. VEHICLE NOW OPERATING ASDESIGNED. Transmission, Replace - automatic - Replace [redacted]C (3 - HighlySkilled) Transmission DEF equipped2500-3500 [redacted] pick-up only Transmission, Replace - automatic [redacted] /AWD equipped Transmission, Replace - automatic Skid plate equipped Transmission, Replace - automatic [redacted] shaft equipped Oil cooler, external / auxiliary Cooler (2 - Skilled) ENTERPRISE PAINT SUBLET REPAIRS SUBLET REPAIRS Body & Accessories Body & Accessories

(RO) Technical Notes:

C/S WHILE DRIVING HEARD A LOUD BANG, RPMS DROPPED AND HAD TO PULL OV PART ON BACKORDER

GCS Narratives

(Claim) Customer Concern:

C/S WHILE DRIVING HEARD A LOUD BANG, RPMS DROPPED AND HAD TO PULL OVER ONTO SI [redacted] [redacted] DDDPD2 AISIN TRANSMISSION ROUGH SHIFT **] [redacted] [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] DE OF ROAD PLEASE ADVISE

(Claim) Cause:

[redacted] 1 [redacted] DDDPD2 AISIN TRANSMISSION ROUGH SHIFT **] [redacted] [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] C/S WHILE DRIVING HEARD A LOUD BANG, RPMS DROPPED AND HAD TO PULL OVER ONTO SI DE OF ROAD PLEASE ADVISE

(Claim) Correction:

INSTALLED NEW SEALS AND SNAP RING AS PER [redacted] IN NEW TRANSMISSION. RRU COMPLETE [redacted] [redacted] DDDPD2 AISIN TRANSMISSION ROUGH SHIFT **] D. NO FLUID IN TRANSMISSION. ADDED FLUID AND TRANSMISSION DID NOT SHIFT. REMOVED TRANSMISSION PAN AND INSPECTED. FOUND EXCESSIVE AMOUNTS OF DEBRIS AND LARGE PIECES OF STEEL/ALUMINUM IN PAN. REMOVED AND REPLACED TRANSMISSION AND COOLE R. QUICKLEARNED NEW TRANSMISSION AND TEST DROVE TO VERIFY REPAIR. VEHICLE NO W 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	M - Mopar	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	***[redacted] Number***	***[redacted] Name***	***[redacted] Quantity***	***[redacted] Failed***	***[redacted] Expense***	***[redacted] Expense***
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] perform Multi point inspection Automatic Transmission Concern [[redacted] vehicle [redacted]H has leak under front passenger. Had trans replaced in [redacted] can also see where metal lines were not secured.]

(RO) Cause:

NA

(RO) Correction:

removed trans pan inspected found metal in pan / removed transmission / removed converter/ converter hub damaged pump bushing damaged/ input shaft damaged. replaced transmission/ flushed cooler lines back flushed.inspected fluid level/ test drove inspected for leaks none found cleared any codes . trans oper. to spec.s

(RO) Technical Notes:

LEAKING FLUID

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES VEHICLE [redacted] HAS LEAK UN DER FRONT PASSENGER. HAD TRANS REPLACED IN [redacted] CAN ALSO SEE WHERE METAL LI NES WERE NOT SECURED.]

(Claim) Cause:

CUSTOMER STATES LEAKING FLUID TRANSMISSION JUST REPLACED SOMEWERE ELSE / INSPE CTED INSTALL TRANS DIE. FOUND LEAKING FROM FRONT PUMP AND CONVERTER BELL HOU SING .REPLACED NO [redacted] / [redacted] MOPOR FAILER

(Claim) Correction:

TRANSMISSION / REMOVED CONVERTER/ CONVERTER HUB DAMAGED PUMP BUSHING DAMAGED/ INPUT SHAFT DAMAGED. REPLACED TRANSMISSION/ FLUSHED COOLER LINES BACK FLUSHE D.INSPECTED FLUID LEVEL/ TEST DROVE INSPECTED FOR LEAKS NONE FOUND CLEARED A NY CODES . TRANS OPER. TO SPEC.S

Warranty Claim Report

Vehicle Information

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

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	[redacted] Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted]/AS69RC ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	$36.79
[redacted]	Transmission, Remove and install for recondition - [redacted]/AS69RC ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1290.59	$36.79
[redacted]	Transmission, Remove and install for recondition - [redacted]/AS69RC ; Two piece propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]/AS69RC ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[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	[redacted]		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[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	1290.59	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY [redacted] Ram Heavy Duty Grid Heater Rel MISCELLANEOUS transmission will not shift int gear and makes a loud clunk noise when engaging into drive MISCELLANEOUS vehicle towed in MISCELLANEOUS remove and reinstall pto

(RO) Cause:

Inspection request Inspection request customer requests perform recall campaign scan tool test code [redacted] and wont move in forward gears caused by snap ring came out of k1 clutch per tsb [redacted] reva vehicle broke down, transmission will not shift into gear vehicle is tow truck and has aftermarket uppfitted pto system in they way of trans repairs

(RO) Correction:

Performed certified multi point vehicle inspection. Submitted inspection form with vehicle status. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. parts restricted put on order list for this recall replaced k1 clutch assy per tsb [redacted] reva [redacted] equipped. test drove trans operation normal ..... removed and reinstalled pto system to performed trans repairs

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

MISCELLANEOUS transmission will not shift int gear and makes a loud clunk nois e when engaging into drive

(Claim) Cause:

scan tool test code [redacted] and wont move in forward gears caused by snap ring c ame out of k1 clutch per tsb [redacted] reva

(Claim) Correction:

replaced k1 clutch assy per tsb [redacted] reva [redacted] equipped. t est drove trans operation normal

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	7630 HENDRICK AUTO PLAZA NW , CONCORD, NC 28027				

Condition Information

Condition	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	[redacted]3	Sensor, diesel exhaust - temperature ; 6.7 liter diesel - At Turbo Outlet. / Front Pipe	ML	CHECK [redacted] /SERVICE SO	[redacted]	SENSOR	1	X	138.91	$100.27
B	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, 4500-5500 cab chassis only	ML	CHECK [redacted] /SERVICE SO	[redacted]	CONVERTER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

COMPLETE RECALL [redacted] CEL IS ON MOPAR EXPRESS LANE INSPECTION customer wants the ccv filter replaced customer has service light on for dpf customer has check engine light on

(RO) Cause:

SAFETY RECALL need to perform stationary regen on vehicle checked codes had code for exhaust temp sensor went through steps for diag and found that sensor has melter and the wiring is messed up

(RO) Correction:

COMPLETE [redacted] COMPLETE replace ccv filter run regen replace sensor

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL BLACK SMOKE CUSTOMER HAS CHECK [redacted] LIGHT ON

(Claim) Cause:

CHECKED CODES HAD CODE FOR EXHAUST TEMP SENSOR WENT THROUGH STEPS FOR DIAG AN DPF AND EGR SYSTEM RESTRICTED D FOUND THAT SENSOR HAS MELTER AND THE WIRING IS MESSED UP

(Claim) Correction:

REPLACE DPF REPLACE SENSOR

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
			Desc	**Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Engine Driveability, Trouble Not Found ; Driveability	OD						[redacted]

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS[redacted]) SERVICE DEF SOON ON THE DASH NOW IS OFF COULD NOT DUPLICATE ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SERVICE DEF LIGHT ON DASH

(Claim) Cause:

NO CODES FOUND

(Claim) Correction:

COULD NOT DUPLICATE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1124 MURFREESBORO RD , FRANKLIN, TN 37064				

Condition Information

Condition [redacted]	Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	[redacted] Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			05189966AD	FLUID AFT	5		82.13	$212.18
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] B equipped			[redacted]	[redacted]	1		12.08	$212.18
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] T	1	X	1418.46	$212.18
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		55.27	$212.18
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		43.19	$212.18
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68456960AA	HUB	1		200.98	$212.18

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			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	2		[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]	FLUID AFT	5		[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]	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]	
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]	
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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	2		[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]	FLUID AFT	5		[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]	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]	[redacted]	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			68085955AA	WASHER	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]	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]	[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			05019061AB	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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	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]	SNAP RING	1		12.08	[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]	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]	
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		9.37	[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]	HUB	1		200.98	[redacted]
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]; [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	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		68.89	[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]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay CUSTOMER ONLY HAS REVERSE (Automatic Transmission Concern) (Multi-point inspection)

(RO) Cause:

DIAG. CONFIRMED ISSUE [redacted], [redacted] DTCS. FOUND [redacted] RELATED TO ISSUE. BEGAN REPAIR/INSPECTION PROCEDURE OUTLINED IN [redacted]. FOUND SNAP RING DISLODGED, DAMAGE TO K2 CLUTCH HUB, DAMAGE TO [redacted] CLUTCH HUB. REPLACED HUBS, CLUTCH KIT, SEALS, GASKETS, HARDWARE, ETC. - REINSTALLED TRANS, FILLED COMPLETELY WITH NEW FLUID, AND PERFORMED QUICK LEARN. TEST DROVE TRUCK AFTER REPAIRS. TRUCK NOW DRIVABLE, BUT HAS A HARSH SHIFT AND [redacted] DTC IS NOW SET. INSPECTED FOR ANY OBVIOUS ISSUES, CHECKED FLUID, RE-PERFORMED QUICK LEARN, ETC. - CLEARED CODE AND TEST DROVE AGAIN. STILL HAS HARSH SHIFT, BUT NO CODE SET NOW. OPENED [redacted] CASE [redacted] AND INFORMED THEM OF ISSUE. [redacted] ADVISED TESTING CLUTCH FOR LEAK. TESTED AND CONFIRMED LEAK. [redacted] STATED IF LEAK IS PRESENT, TRANS ASSEMBLY WILL NEED TO BE REPLACED. REPLACED TRANS. ALSO REPLACED LINES DUE TO LINES LEAKING AT FITTING WHEN TRYING TO REINSTALL. REPLACED LINES TO PREVENT FURTHER ISSUE. RESULTS PROVIDED FOR CUSTOMER REVIEW

(RO) Correction:

PART NOT AVAILABLE SEE ATTACHED REPORTCARD FOR VEHICLE DETAILS. SEE FOLLOWING LINES FOR REPAIRS OR OTHER NEEDED SERVICES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANS ISSUE

(Claim) Cause:

DIAG. CONFIRMED ISSUE. [redacted], [redacted] DTCS. FOUND [redacted] RELATED TO ISSU E. BEGAN REPAIR/INSPECTION PROCEDURE OUTLINED IN [redacted]. FOUND SNAP RING DISLODG ED, DAMAGE TO K2 CLUTCH HUB, DAMAGE TO [redacted] CLUTCH

HUB. REPLACED HUBS, CLUTCH KIT, SEALS, GASKETS, HARDWARE, ETC. - REINSTALLED TRANS, FILLED COMPLETELY WI TH NEW FLUID, AND PERFORMED QUICK LEARN. TEST DROVE TRUCK AFTER REPAIRS. TRUC K NOW DRIVABLE, BUT HAS A HARSH SHIFT AND [redacted] DTC IS NOW SET. INSPECTED FO R ANY OBVIOUS ISSUES, CHECKED FLUID, RE-PERFORMED QUICK LEARN, ETC. - CLEARED CODE AND TEST DROVE AGAIN. STILL HAS HARSH SHIFT, BUT NO CODE SET NOW. [redacted] STAR CASE [redacted] AND INFORMED THEM OF ISSUE.STAR ADVISED TESTING CLUTCH FOR LEAK. TESTED AND CONFIRMED LEAK. STAR STATED IF LEAK IS PRESENT, TRANS A SSEMBLY WILL NEED TO BE REPLACED. REPLACED TRANS. ALSO REPLACED LINES DUE TO LINES LEAKING AT FITTING WHEN TRYING TO REINSTALL. REPLACED LINES TO PREVENT FURTHER ISSUE.

(Claim) Correction:

DIAG. CONFIRMED ISSUE. [redacted]. [redacted]. FOUND [redacted] [redacted] RELATED TO ISSU E. BEGAN REPAIR/INSPECTION PROCEDURE OUTLINED IN [redacted]. FOUND SNAP RING DISLODG ED, DAMAGE TO K2 CLUTCH HUB, DAMAGE TO [redacted] CLUTCH HUB. REPLACED HUBS, CLUTCH KIT, SEALS, GASKETS, HARDWARE, ETC. - REINSTALLED TRANS, FILLED COMPLETELY WI TH NEW FLUID, AND PERFORMED QUICK LEARN. TEST DROVE TRUCK AFTER REPAIRS. TRUC K NOW DRIVABLE, BUT HAS A HARSH SHIFT AND [redacted] DTC IS NOW SET. INSPECTED FO R ANY OBVIOUS ISSUES, CHECKED FLUID, RE-PERFORMED QUICK LEARN, ETC. - CLEARED CODE AND TEST DROVE AGAIN. STILL HAS HARSH SHIFT, BUT NO CODE SET NOW. [redacted] STAR CASE [redacted] AND INFORMED THEM OF ISSUE.STAR ADVISED TESTING CLUTCH FOR LEAK. TESTED AND CONFIRMED LEAK. STAR STATED IF LEAK IS PRESENT, TRANS A SSEMBLY WILL NEED TO BE REPLACED. REPLACED TRANS. ALSO REPLACED LINES DUE TO LINES LEAKING AT FITTING WHEN TRYING TO REINSTALL. REPLACED LINES TO PREVENT FURTHER ISSUE.

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]	**Zone**	6[redacted] [redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[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]	[redacted]	1		[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]	[redacted]			30.83	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]			[redacted]	[redacted]			[redacted]	

		propeller shaft equipped								
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]	TOC ASSY	1		195.18	$106.09
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		130.83	$106.09
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	LINESASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted]n (1 - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

HAS HARSH SHIFT

GCS Narratives

(Claim) Customer Concern:

TRANS ISSUE

(Claim) Cause:

DIAG. CONFIRMED ISSUE. [redacted] [redacted] DTCS. FOUND [redacted] RELATED TO ISSU E. BEGAN REPAIR/INSPECTION PROCEDURE OUTLINED IN TSB. FOUND SNAP RING DISLODG ED, DAMAGE TO K2 CLUTCH HUB, DAMAGE TO [redacted] CLUTCH HUB. REPLACED HUBS, CLUTCH KIT, SEALS, GASKETS, HARDWARE, ETC. - REINSTALLED TRANS, FILLED COMPLETELY WI TH NEW FLUID, AND PERFORMED QUICK LEARN. TEST DROVE TRUCK AFTER REPAIRS. TRUC K NOW DRIVABLE, BUT HAS A

HARSH SHIFT AND [redacted] IS NOW SET. INSPECTED FO R ANY OBVIOUS ISSUES, CHECKED FLUID, RE-PERFORMED QUICK LEARN, ETC. - CLEARED CODE AND TEST DROVE AGAIN. STILL HAS HARSH SHIFT, BUT NO CODE SET NOW. [redacted] D STAR CASE [redacted] AND INFORMED THEM OF ISSUE.STAR ADVISED TESTING CLUTCH FOR LEAK. TESTED AND CONFIRMED LEAK. STAR STATED IF LEAK IS PRESENT, TRANS A SSEMBLY WILL NEED TO BE REPLACED. REPLACED TRANS. ALSO REPLACED LINES DUE TO LINES LEAKING AT FITTING WHEN TRYING TO REINSTALL. REPLACED LINES TO PREVENT FURTHER ISSUE.

(Claim) Correction:

DIAG. CONFIRMED ISSUE. [redacted]. [redacted]. FOUND [redacted] RELATED TO ISSU E. BEGAN REPAIR/INSPECTION PROCEDURE OUTLINED IN TSB. FOUND SNAP RING DISLODG ED, DAMAGE TO K2 CLUTCH HUB, DAMAGE TO K1 CLUTCH HUB. REPLACED HUBS, CLUTCH KIT, SEALS, GASKETS, HARDWARE, ETC. - REINSTALLED TRANS, FILLED COMPLETELY WI TH NEW FLUID, AND PERFORMED QUICK LEARN. TEST DROVE TRUCK AFTER REPAIRS. TRUC K NOW DRIVABLE, BUT HAS A HARSH SHIFT AND [redacted] IS NOW SET. INSPECTED FO R ANY OBVIOUS ISSUES, CHECKED FLUID, RE-PERFORMED QUICK LEARN, ETC. - CLEARED CODE AND TEST DROVE AGAIN. STILL HAS HARSH SHIFT, BUT NO CODE SET NOW. [redacted] D STAR CASE [redacted] AND INFORMED THEM OF ISSUE.STAR ADVISED TESTING CLUTCH FOR LEAK. TESTED AND CONFIRMED LEAK. STAR STATED IF LEAK IS PRESENT, TRANS A SSEMBLY WILL NEED TO BE REPLACED. REPLACED TRANS. ALSO REPLACED LINES DUE TO LINES LEAKING AT FITTING WHEN TRYING TO REINSTALL. REPLACED LINES TO PREVENT FURTHER ISSUE.

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] OF SANTA FE	[redacted]	[redacted]
Address	4470 CERRILLOS RD. , [redacted] , NM 87507				

Condition Information

Condition [redacted]	[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]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		64.01	$204.04
[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]	HUB	1		368.08	$204.04
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
A	21000A61	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	6		25.86	$51.01
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	GREASE	1		64.01	$51.01
[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]	HUB	1		368.08	$51.01
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 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]	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	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [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 Snap Ring	ZZ	SERVICE ACTION	[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]	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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	HUB	1		368.08	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

PERFORM COMPREHENSIVE MULTI [redacted] INSPECTION CUSTOMER STATES WHILE HE WAS DRIVING. HEARD A LOUD BANG AND LOSTALL FORWARD GEARS. VEHICLE WAS TOWED IN. CHECK AND ADVISE PERFORM DIESEL [redacted] OIL, AND FILTER SERVICE WITH CHASSIS [redacted] AND COURTESY VEHICLE INSPECTION REPLACE [redacted] DIESEL FUEL FILTERS AUTO.LIVE REPAIR ORDER -APPROVALS MADE BY THE ADVISOR [redacted]. ESTIMATE APPROVAL TOTALS: [redacted]

(RO) Cause:

.

(RO) Correction:

[redacted] COMPLETED THE [redacted] MULTI LITHIAINSPECTION. no recommendations at this time PERFORM COMPREHENSIVE MULTI [redacted] INSPECTION [redacted] verified transmission fluid leveland ok, found tsb [redacted] A matchingthe customer description, removedtransmission and removed K1 clutch assemblyand verified snap ring was dislodged causingdamage to K2 clutch hub, replaced [redacted] clutchassembly and k2 clutch hub, as per bulletin,reassembled transmission and installed,filled transmission fluid to proper level,performed transmission quick learn procedureand test drove vehicle, verified correctoperation. LOP [redacted] 4.4 HRS,21[redacted], 21[redacted]. CUSTOMER STATES WHILE HE WAS DRIVING. HEARD A LOUDBANG AND LOST ALL FORWARDGEARS. VEHICLE WAS TOWED IN. CHECK AND ADVISE AUTOMATIC TRANSMISSION CONCERN [redacted] COMPLETED THE [redacted], DIESEL SYNTHETICOIL AND FILTER CHANGE. PERFORM DIESEL [redacted] OIL, AND FILTER SERVICE WITH CHASSIS [redacted] AND COURTESY VEHICLE INSPECTION PERFORM DIESEL [redacted] OIL, AND FILTER SERVICE WITHCHASSIS [redacted] AND COURTESY VEHICLE INSPECTION [redacted] INSPECTED AND REPLACED fuel FILTERs,PER CUSTOMER APPROVAL. REPLACE [redacted] DIESEL FUEL FILTERS AUTO.LIVE REPAIR ORDER -APPROVALS MADE BY THE ADVISOR [redacted]. ESTIMATE APPROVAL TOTALS: [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT WHILE HE WAS DRIVING HEARD A LOUND BANG NOISE AND LOST AL L FORWARD GEARS. VEHICLE WAS TOWED TO SHOP

(Claim) Cause:

VERIFIED TRANSMISSION FLUID AND LEVEL OK. DISASSEMBLED TRANSMISSION USING [redacted]. REMOVED K1 CLUTCH ASSEMBLY AND VERIFIED SNAP RING WAS DISLOD GED CAUSING DAMAGE TO K2 CLUTCH HUB

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY AND K2 CLUTCH HUB AS PER BULLETIN, REASSEMBLED TRA NSMISSION AND INSTALLED, FILLED TRANSMISSION FLUID TO PROPER LEVEL, PERFORME D TRANSMISSION QUICK LEARN PROCEDURE AND TEST DROV VEHICLE, VERIFIED CORRECT OPERATION.

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***	$8,178.44	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	ROBERSON MOTORS INC [redacted]
Address	3100 [redacted] E , SALEM, OR 97301		

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	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]	1		280.78	$84.07
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TOC ASSY	[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	1		58.98	$546.43
A	[redacted] Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		[redacted]	
A	[redacted] Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	BOLT	1		[redacted]	
A	[redacted] Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TOC ASSY	[redacted]			
A	[redacted]6 Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6 Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	1		58.98	$84.07
A	[redacted]6 Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	1		280.78	$84.07
A	[redacted]6 Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]6 Transmission, Replace - automatic ;			[redacted]	TOC ASSY	1		172.92	$84.07

		[redacted]/AWD equipped								
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	FLUID AFT	1		[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]	BOLT	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TOC [redacted]	1		172.92	$252.20
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC [redacted]	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

ON LIST FOR [redacted] RECALL Automatic Transmission Concern [CUSTOMER STATES CEL IS ON AND VEHICLE WILL NOT MOVE FORWARD CHECKAND ADVISE]

(RO) Cause:

.

(RO) Correction:

[redacted] ON LIST - WILL CALL WHEN PARTS COME IN ON LIST FOR [redacted] RECALL MISCELLANEOUS REPAIRS [redacted] customer states the vehicle will notmove forward and check engine light is on.confirmed the vehicle has no forward gearsscanned the vehicle found gear error codes.found tsb [redacted] removed the lower panfound lots of debris removed the transmissiontore down found the k1 and k2 damaged filledout [redacted] sheet went over. replaced thetransmission also the cooler and bypass valvetop off fluid cleared the codes performed aquick learn and test drove all in workingorder now returned the vehicle to thecustomer. Transmission, Replace - automatic - Replace AS68RC/AS69RC Transmission DEF equipped2500-3500 [redacted] pick-up [redacted] Equipped TRANSMISSION HOSE TRANSMISSION DIAGNOSTIC SHEET

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES CEL IS ON AND VEHICLE WILL NO T MOVE FORWARD CHECK AND ADVISE]

(Claim) Cause:

CUSTOMER STATES THE VEHICLE WILL NOT MOVE FORWARD AND CHECK ENGINE LIGHT IS O N WITH [redacted]. CONFIRMED THE VEHICLE HAS NO FORWARD [redacted] SCANNED THE VEH ICLE FOUND GEAR ERROR [redacted]S. CUSTOMER STATES THE VEHICLE WILL NOT MOVE FORWA RD AND CHECK ENGINE LIGHT IS ON. CONFIRMED THE VEHICLE HAS NO FORWARD [redacted] SCANNED THE VEHICLE FOUND GEAR ERROR [redacted]S. CUSTOMER STATES THE VEHICLE WILL NOT MOVE FORWARD AND CHECK ENGINE LIGHT IS ON. CONFIRMED THE VEHICLE HAS NO FORWARD [redacted] SCANNED THE VEHICLE FOUND GEAR ERROR [redacted]ES.FOUN[redacted] REMOVED THE LOWER PAN FOUND LOTS OF DEBRIS

REMOVED THE TRANSMISSION TORE DO WN FOUND THE K1 AND K2 DAMAGED FILLED OUT [redacted] SHEET WENT OVER. RECOMMEND REPL ACEMNET OF TRANS COOLER WITH TRANSMISSION REPLACEMENT.

(Claim) Correction:

REPLACED THE TRANSMISSION ALSO THE COOLER AND BYPASS VALVE TOP OFF FLUID CLE ARED THE CODES PERFORMED A QUICK LEARN AND TEST DROVE ALL IN WORKING ORDER NO W RETURNED THE VEHICLE TO THE CUSTOMER

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***	COLUMBIANA CHRYSLER JEEP DODGE	***Zone***	[redacted]
Address	100 COMMERCE CIRCLE , COLUMBIANA, OH 44408				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram ([redacted] Transmission)		SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON DASH SOLID. CHECK AND ADVISE

(RO) Cause:

.

(RO) Correction:

[redacted] CHECK ENGINE LAMP ON FOUND [redacted] (DIESEL PARTICULATE FILTERREGENERATION FREQUENCY) ACTIVE CHECKED FORFLASHES ONLY FLASH WAS FOR UPDATES ADVISEDWRITER AND HE SAID TO DO FLASH AT THIS POINTFLASHED PCM AS PER [redacted] [redacted] PCM FLASH RRT [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON

(Claim) Cause:

SCANNE[redacted]. AVAILABLE TSB FOR IMPROVEMENTS

(Claim) Correction:

PCM FLASH 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	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***	[redacted]
Address	10905 S AUTO MALL DRIVE , SANDY, UT 84070				

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	53.27	$31.00 [redacted]

RO Narratives

(RO) Customer Concern:

Interior Concern [TOWS HORSES ALL AROUND THE COUNTRY AND THE TRANSMISSION BLEW. NEEDS A NEW TRANS AND TO MAKE SURE IT IS SAFE TO TOW FOR TRIPS, HARD SHIFT PRESENT 3 4 [redacted]GHT DELAY AND A HARD BANG SHIFT PRESENT Recall / Customer Satisfaction Notification 5 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Mopar Express Lane Inspection

(RO) Cause:

F F multi point inspection

(RO) Correction:

[redacted] VEHICLE AND FOUND NO FAULT CODESPRESENT. CHECK AND VERIFIED TRANSMISSIONFLUID LEVEL AND IS IN GOOD CONDITION. TESTDROVE VEHICLE FELT LIKE TRANS WAS HUNTING ON2-3 SHIFT [redacted]. PERFORMED TRANSMISSIONQUICKLEARN PROCEDURE AND TEST DROVE VEHICLEAGAIN SEVERAL MILES. TRANSMISSION SHIFTING ASDESIGNED. ON TEST DRIVE HEAR NOISE AND THENCLANK NOISE WHEN TURNING STEERING WHEEL.FOUND TRANSMISSION CONTROL MODULE MOUNTINGHARDWARE MISSING AND WAS LAYING ON STEERINGSHAFT. REMOUNTED TRANSMISSION CONTROL MODULE. DIAG TIME [redacted] REPLACE INTAKE AIR HEATER RELAY.[redacted] Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) Mopar Express Lane Inspection

(RO) Technical Notes:

HARD SHIFT ON [redacted]

GCS Narratives

(Claim) Customer Concern:

TOWS HORSES ALL AROUND THE COUNTRY AND THE TRANSMISSION BLEW. NEEDS A NEW TRA NS AND TO MAKE SURE IT IS SAFE TO TOW FOR TRIPS, HARD SHIFT PRESENT 3 4 [redacted] GHT DELAY AND A HARD BANG SHIFT PRESENT

(Claim) Cause:

SCAN VEHICLE AND FOUND NO FAULT CODES PRESENT. CHECK AND VERIFIED TRANSMISSIO N FLUID LEVEL AND IS IN GOOD CONDITION. TEST DROVE VEHICLE FELT LIKE TRANS WA S HUNTING O[redacted].

(Claim) Correction:

PERFORMED TRANSMISSION QUICKLEARN PROCEDURE AND TEST DROVE VEHICLE AGAIN SEVE [redacted]. TRANSMISSION SHIFTING AS DESIGNED. ON TEST DRIVE HEAR NOISE AND TH EN CLANK NOISE WHEN TURNING STEERING WHEEL. FOUND TRANSMISSION CONTROL MODULE MOUNTING HARDWARE MISSING AND WAS LAYING ON STEERING SHAFT. REMOUNTED TRANSM ISSION CONTROL MODULE

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***	LARRY H MILLER CHRYSLER JEEP DODGE	***Zone***	[redacted]
Address	10905 S AUTO MALL DRIVE , SANDY, UT 84070				

Condition Information

Condition [redacted]	[redacted]	***Desc*** [redacted]	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	TCM Quick Learn ; [redacted] 55RFE, [redacted] Transmissions only	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								[redacted]

RO Narratives

(RO) Customer Concern:

Interior Concern [TOWS HORSES ALL AROUND THE COUNTRY AND THE TRANSMISSION BLEW. NEEDS A NEW TRANS AND TO MAKE SURE IT IS SAFE TO TOW FOR TRIPS, HARD SHIFT PRESENT 3 4 5 SLIGHT DELAY AND A HARD BANG SHIFT PRESENT Recall / Customer Satisfaction Notification 5 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Mopar Express Lane Inspection

(RO) Cause:

F F multi point inspection

(RO) Correction:

[redacted] SCAN VEHICLE AND FOUND NO FAULT CODESPRESENT. CHECK AND VERIFIED TRANSMISSIONFLUID LEVEL AND IS IN GOOD CONDITION. TESTDROVE VEHICLE FELT LIKE TRANS WAS HUNTING ON2-3 [redacted]. PERFORMED TRANSMISSIONQUICKLEARN PROCEDURE AND TEST DROVE VEHICLEAGAIN SEVERAL MILES. TRANSMISSION SHIFTING ASDESIGNED. ON TEST DRIVE HEAR NOISE AND THENCLANK NOISE WHEN TURNING STEERING WHEEL.FOUND TRANSMISSION CONTROL MODULE MOUNTINGHARDWARE MISSING AND WAS LAYING ON STEERINGSHAFT. REMOUNTED TRANSMISSION CONTROL MODULE. DIAG TIME [redacted] REPLACE INTAKE AIR HEATER RELAY.08[redacted]182 Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) Mopar Express Lane Inspection

(RO) Technical Notes:

HARD SHIFT ON [redacted]

GCS Narratives

(Claim) Customer Concern:

TOWS HORSES ALL AROUND THE COUNTRY AND THE TRANSMISSION BLEW. NEEDS A NEW TRA NS AND TO MAKE SURE IT IS SAFE TO TOW FOR TRIPS, HARD SHIFT PRESENT [redacted] GHT DELAY AND A HARD BANG SHIFT PRESENT

(Claim) Cause:

SCAN VEHICLE AND FOUND NO FAULT CODES PRESENT. CHECK AND VERIFIED TRANSMISSIO N FLUID LEVEL AND IS IN GOOD CONDITION. TEST DROVE VEHICLE FELT LIKE TRANS WA S HUNTING O[redacted].

(Claim) Correction:

PERFORMED TRANSMISSION QUICKLEARN PROCEDURE AND TEST DROVE VEHICLE AGAIN [redacted]. TRANSMISSION SHIFTING AS DESIGNED. ON TEST DRIVE HEAR NOISE AND TH EN CLANK NOISE WHEN TURNING STEERING WHEEL. FOUND TRANSMISSION CONTROL MODULE MOUNTING HARDWARE MISSING AND WAS LAYING ON STEERING SHAFT. REMOUNTED TRANSM ISSION CONTROL MODULE

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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] 3[redacted] [redacted]
Address	[redacted]		

Condition Information

Condition [redacted]	[redacted]	***Desc*** [redacted]	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Module/Pump, Fuel ; Module - Midship Tank	ML	CHECK [redacted] SERVICE SO	[redacted]	MODULEKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES [redacted] LIGHT CAME BACK ON AFTER DRIVING [redacted] [redacted] CODE CAME UP THE SAME CODE FROM PREVIOUS SERVICE. PLEASE CHECK AND ADVISE [redacted] Injection Timing Performance- Active PRESENT INSTALL FUEL PUMP FROM PREVIOUS RO PARTS IN STOCK. CUSTOMER STATES "[redacted]" LIGHT IS ON. CHECK AND ADVISE. NEW CODE STORED LIGHT HAS GONE OFF. IN LAST [redacted]. ALSO CHANGED FUEL FILTERS BEFORE DROPPING AND HAS TO REGEN [redacted] [redacted]. CUSTOMER REQUEST: PERFORM VIDEO MULTI POINT INSPECTION ---------- PARTS SUPPLY SHORTAGE FROM MANUFACTURE NOTIFICATION: >>>>

CUSTOMER STATES [redacted] LIGHT CAME BACK ON AFTER DRIVING [redacted] CODE CAM E UP THE SAME CODE FROM PREVIOUS SERVICE. PLEASE CHECK AND ADVISE [redacted] INJECTION TIMING PERFORMANCE- ACTIVE PRESENT INSTALL FUEL PUMP FROM PRE VIOUS RO PARTS IN STOCK.

(Claim) Cause:

PCM [redacted] INJECTION TIMING PERFORMANCE- TECH CONFIRMED C.E.L IS ON WITH DT C ABOVE FOLLOWING DIAGNOSIS FOUND FUEL DELIVERY LOW CUSTOMER SHOWS FILTERS S ERVICED

(Claim) Correction:

TECH REPLACED MID FUEL PUMP RAN [redacted] FOUND DTCS STORED AND C.E.L OUT TEST DROVE C.E.L DOES NOT RETURN

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

Condition Information

Condition Code	[redacted]	***Desc***	[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 [redacted]	RELAY	1	X	57.90	$37.79 [redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 10 Safety Recall [redacted] - Intake Air Grid Heater Relay ** Multi-point inspection (according to maintenance interval) Lubricate front drive shaft fitting Replace [redacted] fuel filters Change diesel engine oil and filter (synthetic oil may be required based on geographic location) [redacted] REPLACE FRONT BRAKE PADS

(RO) Cause:

CHG OIL + FILT DIESEL

(RO) Correction:

replaced grid heater relay CHANGED DIESEL OIL AND FILTER AND PERFORMED MULTIPOINT INSPECTION

(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]	**Part**	[redacted]	**Total Paid**	$11,449.48

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	42 [redacted]
Address	15777 WATKINS RD , MARYSVILLE, OH 43040				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]
[redacted]6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]			[redacted]
[redacted]6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	[redacted]			[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]	Towing			[redacted]	[redacted]			[redacted]
A	[redacted]	Towing			[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	[redacted]		36.55	$2,700.00

A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Vehicle will not move tow in COMPLETE [redacted] INSPECTION: CHECK BELTS, HOSES, speakers will make a pop noise then radio screen WARRANTY PAY RENTAL

(RO) Cause:

will not move

(RO) Correction:

[redacted]

(RO) Technical Notes:

VEHICLE WILL NOT MOVE REPLACE TRANSMISSION ERVICE MANAGER

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT MOVE

(Claim) Cause:

REMOVED TRANSMISSION AND TORE DOWN TO THE POINT OF FAILURE. FOUND THE SNAP RING IN THE K2 CLUTCH TO B E DISLODGED

(Claim) Correction:

REPLACED TRANSMISSION. CHECKED FLUID LEVEL-OK. PER FORMED QUICK LEARN AND TEST

Warranty Claim Report

Vehicle Information

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

Claim Information

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]	[redacted]	***Desc*** [redacted]	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO						[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:

LOANER APPROVED B[redacted]

(Claim) Cause:

LOANER APPROVED B[redacted]

(Claim) Correction:

LEFT OFF RENTAL APPROVED BY [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] REG CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted] 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***	[redacted] OF FOREST CITY INC	[redacted]	[redacted]	[redacted]	[redacted]
Address	[redacted]						

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
A	[redacted]	Owner reimbursement ; Floor Plan Reimbursement			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Perform Recall or [redacted] General Service Request

(RO) Cause:

NA

(RO) Correction:

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***	D23P92 - RAM 3500 [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

C[redacted]	LOP	LOP Desc	Failure [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:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

RECALL

(Claim) Correction:

REPLACED AIR INTAKE HEATER RELAY

Warranty Claim Report

Vehicle Information

VIN	[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)***	2

Expense

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

Dealer Information

[redacted]	***Name***	[redacted]	[redacted]
Address	12410 EAST 136TH AVENUE , BRIGHTON, CO 80601		

Condition Information

Condition	[redacted]	***Desc***	[redacted]	***Failure Desc***	***Part Number***	[redacted]				
						Name	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

AUTO.LIVE COURTESY VEHICLE INSPECTION PERFORM [redacted] PERFORM RECALL [redacted] PLAN REIMBURSMENT

(RO) Cause:

E E

(RO) Correction:

AUTO.LIVE COURTESY VEHICLE INSPECTION [redacted] PERFORMED [redacted]. UPDATED THE [redacted]. PERFORMED QUICK LEARNAFTER THE SOFTWARE UPDATE. PERFORM [redacted] RECALL OPS [redacted] PERFORMED [redacted] RECALL. REPLACED THEINTAKE HEATER RELAY PER THE RECALL. RECALL OPS RECALL OPS

(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)**	2

Expense

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

Dealer Information

[redacted]	**Name**	[redacted]	
Address	12410 EAST 136TH AVENUE , BRIGHTON, CO 80601		

Condition Information

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

RO Narratives

(RO) Customer Concern:

AUTO.LIVE COURTESY VEHICLE INSPECTION PERFORM [redacted] PERFORM RECALL [redacted] FLOOR PLAN REIMBURSMENT

(RO) Cause:

E E

(RO) Correction:

AUTO.LIVE COURTESY VEHICLE INSPECTION [redacted] PERFORME[redacted]. UPDATED THE [redacted]. PERFORMED QUICK LEARNAFTER THE SOFTWARE UPDATE. PERFORM [redacted] RECALL OPS [redacted] PERFORMED [redacted] RECALL. REPLACED THEINTAKE HEATER RELAY PER THE RECALL. RECALL OPS RECALL OPS

(RO) Technical Notes:

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	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], IN C	***Zone***	[redacted]
Address	[redacted]				

Condition Information

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

RO Narratives

(RO) Customer Concern:

DIESEL OIL CHANGE AND FILTER[redacted]) [redacted] INSPECTION INCLUDED[redacted]) ([redacted] GENERAL INSPECTION (78-[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	Quantity	Failed	Expense	Expense
[redacted]		Bearing, propeller shaft center	11	BROKEN OR CRACKED	68[redacted]	BEARING	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BEARING	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S DRIVESHAFT IS HANGING DOWN

(Claim) Cause:

TECH INSP AND CONFIRMED FOUND REAR DRIVE SHAFT CARRIER BEARING MOUNTING STRAP BROKEN AND 1 MOUNTING BOLT MISSING

(Claim) Correction:

REPLACED CENTER BEARING AND MOUNTING BOLT AND CONFIRMED REPAIR

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] 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]
Address	3400 S CUSHMAN ST , FAIRBANKS, AK 99701		

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Switch, steering wheel mounted ; Speed control-Right side	18	CIRCUIT OPEN	[redacted]	WHEEL	1	X	[redacted]	
[redacted]		Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLOCKSPRI	1	X	708.00	[redacted]

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY 23PT INSPECTION PERFORM RECALL ANY VEHICLE THAT IS LEFT MORE THAT [redacted] AFTER RRT RRT JADE KINCAIDE CUSTOMER CONCERN

(RO) Cause:

REMOVED AND REPLACED CRUISE CONTROL SWITCH , REMOVED AND REPLACED SCCM , (.7HR)

(RO) Correction:

[redacted] - CRUISE CONTROL [redacted] [redacted]

(RO) Technical Notes:

AFTER REPLACEMENT OF WHEEL SPEED SWITCH, FOUND THAT CRUISE CONTROL

GCS Narratives

(Claim) Customer Concern:

LAST VISIT FOUND THE WHEEL SPEED SWITCH HAD FAILED MOPAR PARTS WARRANTY FOR THE CLOCKSPRING CLOCKSPRING HAS FAILED AGAIN

(Claim) Cause:

FAILED FOUND THAT LEFT SIDE STEERING WHEEL BUTTONS ARE NON RESPONSIVE

(Claim) Correction:
REMOVED AND REPLACED CRUISE CONTROL SWITCH REMOVED AND REPLACED SCCM

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**	$10,900.86	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted] Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted] ACTION	[redacted]	FLUID AFT	9		128.76	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted] ACTION	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted] ACTION	[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted] 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	[redacted]	[redacted] ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANS	1	X	[redacted]	
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	[redacted]		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

WILL NOT SHIFT CORRECTLY A NEW TRANSMISSION

GCS Narratives

(Claim) Customer Concern:

AFTER REPLACING THE TRANSMISSION CLUTCH KIT THE TRANSMISSION STILL WOULD NOT S CUSTOMER STATES THE TRANSMISSION WILL NOT PULL WILL MAKE A B ANGING WHEN IT DO AFTER REPLACING THE TRANSMISSION CLUTCH KIT THE TRANSMISSION STILL WOULD NOT CUSTOMER STATES THE TRANSMISSION WILL NOT PULL WILL MAKE A B ANGING WHEN IT DO S

(Claim) Cause:

K1 CLUTCH SNAP RING CAME OF [redacted] AFTER TALKING TO STAR, TOLD THE TRANSMISSION HAS TO BE REPLACED K1 CLUTCH SNAP RING CAME OF [redacted]

(Claim) Correction:

K1 Clutch / Input Shaft Assembly - Inspect and replace Sub-Assembly REPLACED TRANSMISSION K1 Clutch / Input Shaft Assembly - Inspect and replace Sub-Assembly REPLACED TRANSMISSION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]		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] AUTOMOTIVE INC	***Zone***	[redacted]
Address	6215 E KELLOGG DR , WICHITA, KS 67218				

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	52.98	$25.01 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] CREW CAB 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

[redacted]	**Name**	**Zone**	71	[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	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	80.07	$56.07 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM SMOG INSPECTION FOR RENEWAL PERFORM WEIGHT CERTIFICATION PERFORM USED VEHICLE INSPECTION [redacted] Ram Heavy [redacted] Grid Heater Rel PERFORM ENGINE OIL AND FILTER CHANGE. PERFORM CHASSIS LUBRICATION WHERE APPLICABLE. INSPECT SERVICEABLE FLUID LEVELS. TOP OFF WINDSHIELD WASHER FLUID AS NEEDED. REPLACE ENGINE AIR FILTER INSPECT AND/OR REPLACE FRONT WIPER BLADES AND/OR REAR WIPER BLADES TAKE VEHILCE TO INSTALL [redacted] GPS TAKE VEHICLE TO INSTALL [redacted] FILL CHECK ENGINE LIGHT ON REWIRE TAIL LAMPS SUBLET TO DURA-GLO

(RO) Cause:

NA

(RO) Correction:

COMPLETED SMOG INSPECTION PERFORMED WEIGHT CERTIFICATION INSPECTION COMPLETED, SEE ATTACHED SHEET PERFORMED RECALL 0813A182 [redacted] PERFORMED ENGINE OIL AND FILTER CHANGE. PERFORMED CHASSIS LUBRICATION WHERE APPLICABLE. INSPECTED SERVICEABLE FLUID LVELS. TOPPED OFF WINDSHIELD WASHER FLUID AS NEEDED. DECLINED DECLINED pending INSTALL [redacted] FILL COMPLETE FOUND [redacted] -FUEL INJECTOR 4 CIRCUIT/OPEN--Disconnected the [redacted] Cover Pass Through harness connector, Measured the resistance between all bank 2 Driver circuits of the [redacted] Cover Pass Through connector terminals, resistance was below [redacted] Ohms between circuits indicating low Ohms, Replaced the [redacted] Cover Pass Through harness, cleared dtc's, road tested vehicle warning light no longer present--verified repair completed 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***	D28M81 - RAM 3500 LIMITED [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

COMPLIMENTARY VEHICLE INSPECTION CUSTOMER REQUESTS OIL AND FILTER CHANGE: DIESEL VEHICLE: FULL SYNTHETIC OIL PERFORM TIRE ROTATION COMPLIMENTARY WASH OF YOUR VEHICLE

(RO) Cause:

PKG

(RO) Correction:

COMPLIMENTARY VEHICLE INSPECTION PERFORMED CHRYSLER PRE PAID PACKAGE OIL AND FILTER CHANGE WITH TIRE ROTATION: DIESEL VEHICLE PERFORMED CHRYSLER PRE PAID PACKAGE OIL AND FILTERCHANGE WITH TIRE ROTATION: DIESEL VEHICLE OTHER CUSTOMER CONCERN 30MINUTES [redacted] PERFORMED COMPLIMENTARY VEHICLEWASH. COMPLIMENTARY WASH OF YOUR VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] LIMITED CREW CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] 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]	OF [redacted]	**Zone**	[redacted]
Address	16413 W MAIN STREET , [redacted] , WA 98272						

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]	CLUTCHKIT	1	X	1490.02	$97.84
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		155.30	$97.84
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		139.87	$97.84
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		34.51	$97.84
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1490.02	$195.68
[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				FLUID AFT	9		155.30	$195.68
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		33.[redacted]	$195.68
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	2		139.87	$195.68
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1490.02	$32.61
[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]	FLUID AFT	9		[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	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
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		33.70	[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]	FLUID AFT	2		139.87	[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]	FLUID AFT	2		34.51	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

CUST STATES THE TRUCK IS IN LIMP MODE AND SAYS [redacted] UNAVAILABLE *I WENT TO GO PARK THE TRUCK AFTER IT WAS TOWED IN AND THE TRUCK WILL ONLY GO INTO REVERSE. IF YOU PUT ITINTO DRIVE IT WILL NOT ENGAGE -NICK* MULTIPLE POINT VEHICLE INSPECTION. COURTESY/LOANER - [redacted] CAR IN SHOP

(RO) Cause:

. .

(RO) Correction:

[redacted] code [redacted]-ran tests andinspected.found clutch failure due to snapring coming dislodged.removed transmissionand replaced k1 clutch assy-had to use torchto get torque converter bolts out and thenrepair threads in torque converter. K1 Clutch / Input ShaftAssembly - Inspect andReplace Sub-A [redacted] Propeller ShaftEquipped Skid Plate Equipped Transmission DEF equipped 2500-3500 pick-up only [redacted] Propeller ShaftEquipped [redacted] VEHICLE INSPECTION. COURTESY/LOANER - [redacted] COURTESY/LOANER COURTESY/LOANER - [redacted] MISC. SHOP CHARGES TIME COVERED PER RYAN GENERAL REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THE TRUCK IS IN LIMP MODE AND SAYS 4X4 UNAVAILABLE *I WENT TO GO PARK THE TRUCK AFTER IT WAS TOWED IN AND THE TRUCK WILL ONLY GO INTO REVERSE. IF YOU PUT IT INTO DRIVE IT WILL NOT ENGAGE -NICK*

(Claim) Cause:

[redacted] -RAN TESTS AND INSPECTED.FOUND CLUTCH FAILURE DUE TO SNAP RING COMI NG DISLODGED.

(Claim) Correction:

REMOVED TRANSMISSION AND REPLACED K1 CLUTCH ASSY-HAD TO USE TORCH TO GET TORQ UE CONVERTER BOLTS OUT AND THEN REPAIR THREADS IN TORQUE CONVERTER.

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] JEEP OF HIGHLAND INC.	[redacted] 51	[redacted]
Address	9600 INDIANAPOLIS BLVD , HIGHLAND, IN 46322				

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	[redacted]				
[redacted]		Latch, Door ; [redacted] door-Right or left	[redacted]	BROKEN OR CRACKED	[redacted]	[redacted]	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

LUBE, OIL & FILTER CHANGE EXPRESS/CHECK LIST MULTI-[redacted] INSPECTION (ACCORDING TO MAINTENANCE I DIESEL FUEL FILTER ELECTRICAL SYSTEM INSPECTION RAPID RESPONSE TRANSMITTAL (RRT)

(RO) Cause:

NA

(RO) Correction:

DIESEL LOF REPLACE [redacted] FUEL FILTERS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PASS DOOR LOCK FIX. SOP PARTS

(Claim) Cause:

PASSENGER DOO[redacted]

(Claim) Correction:

REPLACE PREVIOUSLY ORDERED PASSENGER DOOR [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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	1444 MARINA BLVD , [redacted], CA 94577				

Condition Information

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

Check Tire Pressure Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] *Tire/Wheel Concern [Customer States INSTALLED TRAILER TIRE SENSORS AND MADE SEVERAL [redacted] TO PERFORM CALIBRATION PROCEEDURE BUT WILL NOT COMPLETE, CAME BY AND TECH FOUND TRAILER TPM MODULE IN RED AND NO COMMUNICATION] Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

[redacted] CHECK TIRE PRESSURE. Check Tire Pressure SET TIRE PRESSURE TO FACTORY SETTINGS PER [redacted] LAW LF____RF____RR____LR____ - FOR EXPRESS LANESERVICE [redacted] PERFORMED [redacted] RECALL REPLACED RELAYAND RECHECKED COMPLETED OK TO RETURN TOCLIENT [redacted] INTAKE AIR HEATER GRID RELAY RECALL [redacted] CHECKED AND FOUND TIRE PRESSURETRAILER MODULE NOT INSTALLED AND LOCATED INTHE CAB OF THE TRUCK, CLIENT OPTED TO PICK UPAND WILL INSTALL THEN PROGRAM TRAILER SENSORSPER PROCEEDURE TRAILER TPM MODULE//CUST OPTED TO REPAIR THEMSELF WHEELS/TIRES Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL [redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:
INSPECTED: REPLACED INTAKE AIR HEATER GRID RELAY

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**	$53.88	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	HENDRICK CHRYSLER DODGE JEEP RAM	**Zone**	[redacted]
Address	7630 HENDRICK AUTO PLAZA NW , CONCORD, NC 28027				

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:

COMPLETE RECALL [redacted]ECALL CEL IS ON MOPAR EXPRESS LANE INSPECTION customer wants the ccv filter replaced customer has service light on for dpf customer has check engine light on

(RO) Cause:

SAFETY RECALL need to perform stationary regen on vehicle checked codes had code for exhaust temp sensor went through steps for diag and found that sensor has melter and the wiring is messed up

(RO) Correction:

COMPLETE [redacted] COMPLETE replace ccv filter run regen replace sensor

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL BLACK SMOKE CUSTOMER HAS CHECK ENGINE LIGHT ON

(Claim) Cause:

CHECKED CODES HAD CODE FOR EXHAUST TEMP SENSOR WENT THROUGH STEPS FOR DIAG AN DPF AND EGR SYSTEM RESTRICTED D FOUND THAT SENSOR HAS MELTER AND THE WIRING IS MESSED UP

(Claim) Correction:

REPLACE DPF REPLACE SENSOR

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,903.23	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	WEGNER AUTO COMPANY INC	[redacted]	[redacted]
Address	330 E SIOUX AVE , PIERRE, SD 57501				

Condition Information

Condition [redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted] Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	GREASE	1		49.91	$78.56
[redacted] Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		107.10	$78.56
[redacted] Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[redacted] Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SPRING	1		44.87	$78.56
[redacted] Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted] Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted] Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SHAFT	1		586.60	$78.56
[redacted] Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted] Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOOT	1		31.85	$78.56
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		49.91	[redacted]
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		107.10	[redacted]
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SPRING	1		44.87	[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]	[redacted]	[redacted]		[redacted]	
[redacted] Transmission, Remove and install for recondition -			[redacted]	SHAFT	[redacted]		[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 ; 4X4 equipped			[redacted]	BOOT	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	9		[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]	SPRING	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	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SHAFT	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]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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	1		11.90	$602.32
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SPRING	1		44.87	$602.32
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]	BOLT	6		[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]	SHAFT	1		586.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	BOOT	1		31.85	[redacted]

RO Narratives

(RO) Customer Concern:

C/S CHECK ENGINE LIGHT IS ON SEE LINE 2 ([redacted]) C/S TRANSMISSION WILL NOT MOVE FORWARD/ONLY HAS REVERS[redacted] AND [redacted] VERIFIED COMPLAINT. REMOVED TRANSMISSION OF FOLLOW [redacted] FOR K1 CLUTCH SNAP RIGHT REPAIR FOLLOWED TSB AND EVERYTHING IS WORKING AS DESIGNED[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S TRANSMISSION WILL NOT MOVE FORWARD/ONLY HAS REVERSE.

(Claim) Cause:

[redacted] AND [redacted] VERIFIED COMPLAINT. REMOVED TRANSMISSION AND FOLLOWE[redacted] FOR K1 CLUTCH SNAP RIGHT REPAIR

(Claim) Correction:

FOLLOWED TSB AND EVERYTHING IS WORKING AS DESIGNED.

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

Condition Information

Condition					[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1531.86	$99.17
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		46.64	$99.17
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	WASHER	1		10.12	$99.17
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		38.19	$99.17
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		8.56	$99.17
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	2		143.79	$99.17
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1531.86	$198.35
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[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 ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[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]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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		34.64	
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		46.64	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		34.64	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	WASHER	1		10.12	

[redacted]		Loaner Car ; Loaner Car			[redacted]	[redacted]	1		[redacted]	
[redacted]		Loaner Car ; Loaner Car			[redacted]	[redacted]	1		8.56	
[redacted]		Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]		[redacted]	
[redacted]		Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]	Loaner Car ; [redacted] Vehicles			[redacted]	CLUTCHKIT	1	X	1531.86	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	6		30.05	[redacted]
A	[redacted]	[redacted] ; Standard Line			[redacted]	BOLT	4		34.64	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	4		34.64	[redacted]
A	[redacted]	[redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	[redacted] ; Standard Line			[redacted]	WASHER	1		[redacted]	
A	[redacted]	[redacted]			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	[redacted]			[redacted]	SEAL [redacted]	1		8.56	[redacted]
A	[redacted]	Loaner Car ; [redacted] Vehicles			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Loaner Car ; [redacted] Vehicles			[redacted]	FLUID AFT	2		35.48	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN ACCELERATING FROM A STOP HE HEARD A LOUD NOISE AND THE CA R WOULD NOT MOV AND CHECK ENGINE LIGHT CAME ON, CHECK AND ADVISE

(Claim) Cause:

VERIFIED INOPERATIVE FORWARD GEARS CONCERN, FOUND ACTIVE DTCS: [redacted] 1 SH IFT INCORRECT RATIO, [redacted] SHIFT INCORRECT RATIO. WHEN ATTEMPTING TO GET VEHICLE TO MOVE IN DRIVE, IF THROTTLE WAS FEATHERED GOT A CLUNK OUT OF D RIVETRAIN AND VEHICLE STARTED MOVING FORWARD VERY SLOWLY. SUSPECT K1 CLUTCH SNAP [redacted] HAS BECOME DISLODGED PE[redacted]

(Claim) Correction:

NEED TO REMOVE TRANSMISSION AND INSPECT FOR FAILURE PER TSB. REMOVED AND DISAS SEMBLED TRANSMISSION. FOUND K1 CLUTCH SNAP [redacted] DISLODGED, BUT NO DAMAGE TO OTHER COMPONENTS. REPLACED [redacted] AND ASSOCIATED SEALS. REASSEMBLED TRA NSMISSION, THEN REINSTALLED DRIVETRAIN, FILLED TRANSMISSION FLUID, CLEARED D TCS, PERFORMED TRANSMISSION QUICKLEARN ROUTINE, AND TEST DROVE VEHICLE. TRAN SMISSION OPERATES NORMALLY 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	S - Safety (Recalls)	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	[redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA[redacted]	RELAY	1	X	49.24	$32.38[redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted] GRID HEATER RELAY

(RO) Cause:

PER RECALL

(RO) Correction:

REPLACED GRID HEATER RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL [redacted] GRID HEATER RELAY

(Claim) Cause:

PER RECALL

(Claim) Correction:

REPLACED GRID HEATER RELAY

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) (Change engine oil and filter Conventional oil for Ram Diese l in warm climates) Replace [redacted]

(RO) Cause:

REVIEW THE VEHICLES REQUIRED MAINTENANCE ITEMS. SCHEDULED MAINTENANCE

(RO) Correction:

DETERMINE ANY NEEDED FACTORY REQUIRED SERVICES OR ITEMS THAT NEED TO BE REPAIRED BASED ON THE MULTI-POINT INSPECTION. COMPLETED OIL CHANGE AND FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(Change engine oil and filter Conventional oil for Ram Diese l in warm climate

(Claim) Cause:

SCHEDULED MAINTENANCE

(Claim) Correction:

COMPLETED OIL CHANGE AND FILTER

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	[redacted]	**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]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS					[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM DIESEL OIL AND FILTER CHANG[redacted] & [redacted] DIESELS CUSTOMER STATES CHECK ENGINE LIGHT ON-SHOWS DEF REGIN IN PROGRESS CUSTOMER STATES REPLACE [redacted] FUEL FILTERS CUSTOMER STATES WHEN SLOWING IN TRAFFIC CAN FEEL AND HEAR CLUNK NOISE

(RO) Cause:

MAINTENANCE MAINTENANCE CUST CONCERN

(RO) Correction:

PERFORMED SERVICE CHECK OUT [redacted] [redacted] REGEN TOO SOON . INSPECT NO OTHER [redacted] . PRESSURE DIFF SENSOR READING OK [redacted] KEY ON. NO AIR INTAKE LEAKS . NO EXHAUST LEAKS . NO VISIBLE OIL IN TURBO . TRUCK WILL NEED CCV FILTER SOON [redacted] . REC REPLACE FUEL FILTERS . THEN DRIVE TO SEE IF [redacted] RETURNS PERFORMED SERVICE ROAD TEST TRANS SHIFTS OK . FOUND TSB FOR HARSH SHIFTING [redacted] UP DATE [redacted] [redacted] to current part number [redacted] . [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

HARSH SHIFT IN SLOW TRAFFIC

(Claim) Cause:

UPDATE [redacted]

(Claim) Correction:
[redacted]TO AB

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	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	1800 W 104TH AVE , [redacted] CO 80234				

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:

NO INSPECTION CUSTOMER STATES THAT THE VEHICLE NOLONGER HAS FORWARD GEARS, CHECK ANDADVISE. AUTO.LIVE REPAIR ORDE[redacted] INTAKE AIR GRID HEATER RELAY

(RO) Cause:

NO INSPECTION F F

(RO) Correction:

[redacted] NO INSPECTION INSPECTION NOT REQUIRED AT THIS TIME [redacted] TOWED THE VEHICLE INTO THE SHOP.PLUGGED IN THE SCAN TOOL AND FOUND DTC [redacted] TSB: [redacted] REV. A FOR THEREPAIR. TOWED IT OUT OF THE SHOP. CUSTOMERWANTED THE [redacted] REMOVED TO INSPECT FOR DAMAGE.TOWED THE VEHICLE BACK INTO THE SHOP. REMOVEDTHE TRANS [redacted] AND FOUND VERY LITTLE SMALLDEBRIS. REMOVED THE TRANSMISSION AND TOREAPART. FOUND THE [redacted] CLUTCH SNAP TO HAVE COMEDISLODGED. SMALL DAMAGE TO THE K2 HUB.INSTALLED A NEW K2 HUB THEN A NEW K1ASSEMBLY. THEN I WAS TOLD WE ARE GETTING ANEW TRANSMISSION. REMOVED THE K1 ASSEMBLY [redacted] HUB. REINSTALLED THE ORIGINAL PARTS ANDASSEMBLED THE TRANSMISSION. TOWED THE VEHICLEBACK OUTSIDE. WHEN THE NEW TRANSMISSION GOTHERE I TOWED THE VEHICLE BACK INSIDE.INSTALLED THE NEW TRANSMISSION. REINSTALLEDTHE TRANSFER CASE, FRONT DRIVE SHAFT, ANDREAR [redacted] DRIVE SHAFT. CHECKED FLUIDLEVEL. CLEARED THE DTCs. PERFORMED A QUICKLEARN. ROAD TESTED [redacted] TO BE GOOD.RECHECKED THE FLUID LEVEL TO BE GOOD. REPLACED TRANSMISSION Customer Expresses EngineDriveability Concern AUTO.LIVE REPAIR ORDER Auto.Live Repair Order [redacted] REPLACED THE INTAKE HEATER RELAY REPLACED GRID HEATER RELAY

(RO) Technical Notes:

K1 CLUTCH FAILURE FCA APPROVED NEW UNIT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE NO LONGER HAS FORWARD GEARS, CHECK AND ADVISE .

(Claim) Cause:

TOWED THE VEHICLE INTO THE SHOP. PLUGGED IN THE SCAN TOOL AND FOUN[redacted]. THERE IS A [redacted] A FOR THE REPAIR. TOWED IT OUT OF THE SHOP. C USTOMER WANTED THE [redacted] REMOVED TO INSPECT FOR DAMAGE. TOWED THE VEHICLE BACK INTO THE SHOP. REMOVED THE TRANS [redacted] AND FOUND VERY LITTLE SMALL DEBRIS. RE MOVED THE TRANSMISSION AND TORE APART. FOUND THE K1 CLUTCH SNAP TO HAVE COME DISLODGED. SMALL DAMAGE TO THE K2 HUB. INSTALLED A NEW K2 HUB THEN A NEW K1 ASSEMBLY. THEN I WAS TOLD WE ARE GETTING A NEW TRANSMISSION. REMOVED THE K1 ASSEMBLY AND K2 HUB. REINSTALLED THE ORIGINAL PARTS AND ASSEMBLED THE TRANSMI SSION. TOWED THE VEHICLE BACK OUTSIDE. WHEN THE NEW TRANSMISSION GOT HERE I TOWED THE VEHICLE BACK INSIDE. INSTALLED THE NEW TRANSMISSION. REINSTALLED T HE TRANSFER CASE, FRONT DRIVE SHAFT, AND REAR [redacted] SHAFT. CHECKED FLUID LEVEL. CLEARED THE DTCS. PERFORMED A QUICK LEARN. ROAD TESTED 7 MILES TO BE GOOD. RECHECKED THE FLUID LEVEL TO BE GOOD.

(Claim) Correction:

TOWED THE VEHICLE INTO THE SHOP. PLUGGED IN THE SCAN TOOL AND FOUN[redacted]. THERE IS A [redacted] A FOR THE REPAIR. TOWED IT OUT OF THE SHOP. C USTOMER WANTED THE [redacted] REMOVED TO INSPECT FOR DAMAGE. TOWED THE VEHICLE BACK INTO THE SHOP. REMOVED THE TRANS [redacted] AND FOUND VERY LITTLE SMALL DEBRIS. RE MOVED THE TRANSMISSION AND TORE APART. FOUND THE K1 CLUTCH SNAP TO HAVE COME DISLODGED. SMALL DAMAGE TO THE K2 HUB. INSTALLED A NEW K2 HUB THEN A NEW K1 ASSEMBLY. THEN I WAS TOLD WE ARE GETTING A NEW TRANSMISSION. REMOVED THE K1 ASSEMBLY AND K2 HUB. REINSTALLED THE ORIGINAL PARTS AND ASSEMBLED THE TRANSMI SSION. TOWED THE VEHICLE BACK OUTSIDE. WHEN THE NEW TRANSMISSION GOT HERE I TOWED THE VEHICLE BACK INSIDE. INSTALLED THE NEW TRANSMISSION. REINSTALLED T HE TRANSFER CASE, FRONT DRIVE SHAFT, AND REAR [redacted] SHAFT. CHECKED FLUID LEVEL. CLEARED THE DTCS. PERFORMED A QUICK LEARN. ROAD TESTED 7 MILES TO BE GOOD. RECHECKED THE FLUID LEVEL TO BE GOOD.

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

Condition Information

Condition [redacted]	[redacted] ***Desc***	***Failure Code***	***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	[redacted]		[redacted]	[redacted]
A	[redacted] Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	[redacted]			
A	[redacted]6 Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	[redacted]			

RO Narratives

(RO) Customer Concern:

NO INSPECTION CUSTOMER STATES THAT THE VEHICLE NOLONGER HAS FORWARD GEARS, CHECK ANDADVISE. AUTO.LIVE REPAIR ORDE[redacted] INTAKE AIR GRID HEATER RELAY

(RO) Cause:

NO INSPECTION F F

(RO) Correction:

[redacted] NO INSPECTION INSPECTION NOT REQUIRED AT THIS TIME [redacted] TOWED THE VEHICLE INTO THE SHOP.PLUGGED IN THE SCAN TOOL AND FOUND DTC [redacted] TSB: [redacted] REV. A FOR THEREPAIR. TOWED IT OUT OF THE SHOP. CUSTOMERWANTED THE [redacted] REMOVED TO INSPECT FOR DAMAGE.TOWED THE VEHICLE BACK INTO THE SHOP. REMOVEDTHE TRANS [redacted] AND FOUND VERY LITTLE SMALLDEBRIS. REMOVED THE TRANSMISSION AND TOREAPART. FOUND THE [redacted] CLUTCH SNAP TO HAVE COMEDISLODGED. SMALL DAMAGE TO THE K2 HUB.INSTALLED A NEW K2 HUB THEN A NEW [redacted]. THEN I WAS TOLD WE ARE GETTING ANEW TRANSMISSION. REMOVED THE K1 ASSEMBLY ANDK2 HUB. REINSTALLED THE ORIGINAL PARTS ANDASSEMBLED THE TRANSMISSION. TOWED THE VEHICLEBACK OUTSIDE. WHEN THE NEW TRANSMISSION [redacted] I TOWED THE VEHICLE BACK INSIDE.INSTALLED THE NEW TRANSMISSION. REINSTALLEDTHE TRANSFER CASE, FRONT DRIVE SHAFT, ANDREAR [redacted] DRIVE SHAFT. CHECKED FLUIDLEVEL. CLEARED THE DTCs. PERFORMED A QUICKLEARN. ROAD TESTED [redacted] TO BE GOOD.RECHECKED THE FLUID LEVEL TO BE GOOD. REPLACED TRANSMISSION Customer Expresses EngineDriveability Concern AUTO.LIVE REPAIR ORDER Auto.Live Repair Order [redacted] REPLACED THE INTAKE HEATER RELAY REPLACED GRID HEATER RELAY

(RO) Technical Notes:

K1 CLUTCH FAILURE FCA APPROVED NEW UNIT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE NO LONGER HAS FORWARD GEARS, CHECK AND ADVISE .

(Claim) Cause:

TOWED THE VEHICLE INTO THE SHOP. PLUGGED IN THE SCAN TOOL AND FOUN[redacted]. THERE IS A [redacted] A FOR THE REPAIR. TOWED IT OUT OF THE SHOP. C USTOMER WANTED THE [redacted] REMOVED TO INSPECT FOR DAMAGE. TOWED THE VEHICLE BACK INTO THE SHOP. REMOVED THE TRANS [redacted] AND FOUND VERY LITTLE SMALL DEBRIS. RE MOVED THE TRANSMISSION AND TORE APART. FOUND THE K1 CLUTCH SNAP TO HAVE COME DISLODGED. SMALL DAMAGE TO THE K2 HUB. INSTALLED A NEW K2 HUB THEN A NEW K1 ASSEMBLY. THEN I WAS TOLD WE ARE GETTING A NEW TRANSMISSION. REMOVED THE K1 ASSEMBLY AND K2 HUB. REINSTALLED THE ORIGINAL PARTS AND ASSEMBLED THE TRANSMI SSION. TOWED THE VEHICLE BACK OUTSIDE. WHEN THE NEW TRANSMISSION GOT HERE I TOWED THE VEHICLE BACK INSIDE. INSTALLED THE NEW TRANSMISSION. REINSTALLED T HE TRANSFER CASE, FRONT DRIVE SHAFT, AND REAR [redacted] SHAFT. CHECKED FLUID LEVEL. CLEARED THE DTCS. PERFORMED A QUICK LEARN. ROAD TESTED 7 MILES TO BE GOOD. RECHECKED THE FLUID LEVEL TO BE GOOD.

(Claim) Correction:

TOWED THE VEHICLE INTO THE SHOP. PLUGGED IN THE SCAN TOOL AND FOUN[redacted]. THERE IS A [redacted] A FOR THE REPAIR. TOWED IT OUT OF THE SHOP. C USTOMER WANTED THE [redacted] REMOVED TO INSPECT FOR DAMAGE. TOWED THE VEHICLE BACK INTO THE SHOP. REMOVED THE TRANS [redacted] AND FOUND VERY LITTLE SMALL DEBRIS. RE MOVED THE TRANSMISSION AND TORE APART. FOUND THE K1 CLUTCH SNAP TO HAVE COME DISLODGED. SMALL DAMAGE TO THE K2 HUB. INSTALLED A NEW K2 HUB THEN A NEW K1 ASSEMBLY. THEN I WAS TOLD WE ARE GETTING A NEW TRANSMISSION. REMOVED THE K1 ASSEMBLY AND K2 HUB. REINSTALLED THE ORIGINAL PARTS AND ASSEMBLED THE TRANSMI SSION. TOWED THE VEHICLE BACK OUTSIDE. WHEN THE NEW TRANSMISSION GOT HERE I TOWED THE VEHICLE BACK INSIDE. INSTALLED THE NEW TRANSMISSION. REINSTALLED T HE TRANSFER CASE, FRONT DRIVE SHAFT, AND REAR [redacted] SHAFT. CHECKED FLUID LEVEL. CLEARED THE DTCS. PERFORMED A QUICK LEARN. ROAD TESTED 7 MILES TO BE GOOD. RECHECKED THE FLUID LEVEL TO BE GOOD.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$51.81	***Part***	$0.00	***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]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	51.81	$30.84

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay] Multi-point inspection (according to maintenance interval)

(RO) Cause:

E

(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) Multi-point inspection (according to maintenanceinterval) CUSTOMER REQUEST MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***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]	[redacted]	***Name***	ALLEN MELLO DODGE INC	[redacted]	NEW YORK
Address	13 MARMON DRIVE , NASHUA, NH 03060				

Condition Information

Condition Code	[redacted]	***Desc***	[redacted]	***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	52.27	$23.81[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM RECAL[redacted] Ram Heavy Duty Grid Heater Rel CUSTOMER STATES PERFORM FREE [redacted] CHECK OF FLUIDS BELTS HOSES SUSPENSION

(RO) Cause:

RECALL

(RO) Correction:

Performed recall [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) PERFORMED [redacted] INSPECTION. PERFORMED FREE MULTI-POINT INSPECTION AND FILLED OUT MULTI-POINT INSPECTION FORM. PERFORMED FREE MULTI-POINT INSPECTION AND FILLED OUT MULTI-POINT INSPECTIONFORM.

(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] 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**	$1,460.52	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	3152 VIRGINIA BEACH BLVD , VIRGINIA BEACH, VA 23452		

Condition Information

Condition	[redacted]		Failure	Failure	[redacted]	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]	[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 [redacted]	[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]	[redacted] T	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted] T	[redacted]			
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]/SPECIAL

GCS Narratives

(Claim) Customer Concern:

[redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **]

(Claim) Cause:

[redacted]

(Claim) Correction:

CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPA IGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SH IFT INTO OR OUT OF [redacted] - [redacted] DUE TO THE K1 CLUTCH SNAP RING BECOMING DI SLODGED. ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT ASSEMB LY AS PER RAPID SERVICE UPDATE 23-065 INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEARN ROUTINE. DOCUMENTED THE LABOR OPERATION NUMBER AS [redacted] ITH A RELATED LABOR OPERATION OF [redacted]. ROAD TESTED THE VEHICLE TO VER IFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED. DOCUMENTED THE LABOR O PERATION NUMBER AS 21-00-0A[redacted] WITH A RELATED LABOR OPERATION OF 21-00-0A[redacted].

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] OF [redacted]	**Zone**	[redacted]
Address	8100 ANNAPOLIS ROAD , [redacted], MD 20784				

Condition Information

Condition Code	LOP	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch [redacted] - Inspect and Replace Sub-Assembly		[redacted]	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	21000A91	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	06511777AA	BOLT	1		[redacted]	
A	21000A91	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AD	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE FEELS LIKE IT IS MISSING [redacted] GEAR. 23-065 [redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP CUSTOMER STATES TO PERFORM THE FREE MULTIPOINT INSPECTION

(RO) Cause:

VERIFIED. TECH FOUND OPE[redacted] WHICH ADDRESSES TRANSMISSION CONCERNS LISTED ABOVE.

(RO) Correction:

REPLACED K1 SNAP RING ON [redacted] PERFORMED RRT. [redacted] [redacted] PERFORMED THE FREE MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

[redacted] [redacted] AISIN TRANSMISSION [redacted] INOP

(Claim) Cause:

INTERNAL

(Claim) Correction:

PERFORMED RRT. LOP [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [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	920 W BROADWAY , JACKSON, WY 83001		

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]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	FLUID AFT	2		96.46	$177.32
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	21000A61	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	2		96.46	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] /AS69RC ; Two piece propeller shaft equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] /AS69RC ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	2		96.46	$29.55
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 /	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]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:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES FORWARD GEARS MOSTLY GONE , TOWED IN 6 6 NO APPOINTMENT , WOR K IN , CHECK AND ADVISE

(Claim) Cause:

FOUND [redacted] GEAR 1 SHIFT INCORRECT RATIO. FOUND [redacted]. INTE RNAL TRANSMISSION FAILURE TO K1 CLUTCH PACK HAS OCCURED

(Claim) Correction:

FOUND [redacted] GEAR [redacted] INCORRECT RATIO. FOUND [redacted]. INTE RNAL TRANSMISSION FAILURE TO K1 CLUTCH PACK HAS OCCURED

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**	$6,903.12	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]		**Name**	ED MURDOCK CHRYSLER [redacted]	66[redacted]	[redacted]

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]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	6405.00	[redacted]
A	[redacted]	Transmission, Replace - automatic ;	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	COOLER	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ;	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ;	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	3		[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]	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	[redacted]			
[redacted]	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	[redacted]			
[redacted]	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	[redacted]			[redacted]
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		172.20	[redacted]
A	[redacted]6	Transmission, Replace - automatic ;			[redacted]	[redacted]	[redacted]			

		[redacted] equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TUBE	1		128.66	$66.95
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		172.20	$200.86
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TUBE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

C/S TRANSMISSION WILL NOT GO FORWARD. ONLY GOES IN REVERSE. PERFORM RECALL [redacted] FREE INSPECTION PERFORMED PER CUSTOMER APPROVAL. REPLACE AUTOMATIC TRANS ASSY

(RO) Cause:

INTERNAL TRANSMISSION FAILURE PERFORMED FREE INSPECTION OF VEHICLE AS CUSTOMER COURTESY. FAILED TRANSMISSION

(RO) Correction:

[redacted] GEAR 1 [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO FOUND VEHICLE TO HAVE NO FORWARD OPERATION, SENT INFO TO DEALER REP AND TRANSMISSION REPLACEMENT WAS AUTHORIZED [redacted] [redacted] [redacted] 6.7 PERFORMED RECALL 08-13 [redacted] 0.2 PERFORMED FREE INSPECTION OF VEHICLE. REPLACED AUTOMATIC TRANS ASSY REFER TO LINE 1

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S TRANSMISSION WILL NOT GO FORWARD. ONLY GOES IN REVERSE. ENGINE LIGHT CAME ON

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE / [redacted] GEAR 1 [redacted] INCORRECT RATIO [redacted] GEAR [redacted] INCORRECT RATIO FOUND VEHICLE TO HAVE NO FORWARD OPERATION, SE NT INFO TO DEALER REP AND TRANSMISSION REPLACEMENT WAS AUTHORIZED [redacted] [redacted] 6.7

(Claim) Correction:

REPLACED TRANSMISSION UNIT / COOLER / BYPASS VALVE ASY (PER BULLETIN DUE TO IN TERNAL FAILURE CREATING CONTAMINATION IN FLUID) - TOPPED FLUID - TEST DROVE TO VERIFY REPAIR

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	15711 GULF FWY , WEBSTER, TX 77598		

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Module, transfer case/drivetrain control			[redacted]D	FLUID AFT	2		33.14	[redacted]
[redacted]	Module, transfer case/drivetrain control			[redacted]	BOLT	3		[redacted]27	[redacted]
[redacted]	Module, transfer case/drivetrain control			[redacted]	GASKET	1		[redacted]	
[redacted]	Module, transfer case/drivetrain control			[redacted]	MODULE	1		356.76	[redacted]
[redacted]	Module, transfer case/drivetrain control			[redacted]	ADAPTER	1		1487.47	[redacted]
[redacted]	Module, transfer case/drivetrain control			[redacted]D	TRANSFER	1	X	3284.91	[redacted]
[redacted]5	Transmission, Replace [redacted]; Automatic transmission - diesel engine			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]5	Transmission, Replace [redacted]apter ; Automatic transmission - diesel engine			[redacted]	BOLT	[redacted]			[redacted]
[redacted]5	Transmission, Replace [redacted]; Automatic transmission - diesel engine			[redacted]	GASKET	1		51.76	[redacted]
A [redacted]5	Transmission, Replace [redacted]; Automatic transmission - diesel engine			[redacted]	MODULE	1		356.76	[redacted]
[redacted]5	Transmission, Replace [redacted]; Automatic transmission - diesel engine			[redacted]	ADAPTER	1		1487.47	[redacted]
[redacted]	Transmission, Replace adapter ; Automatic transmission - diesel engine			[redacted]	TRANSFER	1	X	[redacted]	
[redacted]	Transmission, Replace adapter ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			$195.08
[redacted]	Transmission, Replace adapter ; [redacted] equipped			[redacted]	BOLT	3		[redacted]	
[redacted]	Transmission, Replace adapter ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	Transmission, Replace adapter ; [redacted] equipped			[redacted]	MODULE	1		356.76	$195.08

A	[redacted]	Transmission, Replace adapter ; [redacted] equipped			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Transmission, Replace adapter ; [redacted] equipped			[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace adapter ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace adapter ; Skid plate equipped			[redacted]	BOLT	3		24.27	$48.77
A	[redacted]	Transmission, Replace adapter ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Replace adapter ; Skid plate equipped			[redacted]	MODULE	1		[redacted]	$48.77
A	[redacted]	Transmission, Replace adapter ; Skid plate equipped			[redacted]	ADAPTER	1		1487.47	$48.77
A	[redacted]	Transmission, Replace adapter ; Skid plate equipped			[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]	Transmission, Replace adapter ; [redacted] drive shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace adapter ; [redacted] drive shaft equipped			[redacted]	BOLT	3		24.27	$32.51
A	[redacted]	Transmission, Replace adapter ; [redacted] drive shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Replace adapter ; [redacted] drive shaft equipped			[redacted]	MODULE	1		[redacted]	$32.51
A	[redacted]	Transmission, Replace adapter ; [redacted] drive shaft equipped			[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Transmission, Replace adapter ; [redacted] drive shaft equipped			[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	BOLT	3		[redacted]	
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	GASKET	1		51.76	[redacted]
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	ADAPTER	1		1487.47	[redacted]
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	[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 no forward gears in [redacted] only moves in [redacted] lo w has to be in [redacted] low but wont run [redacted] (Automatic Tr ansmission Concern) PERFORM MOPAR EXPRESS LANE INSPECTION PERFORM QC INSPECTION

(RO) Cause:

MAINT [redacted] RECALL VERIFY CUSTOMER CONCERN AT [redacted] VEHICLE HAS SHIFTED ALL [redacted]. PERFORMED MULTIPLE QUICK LEARNS AND FOUND NO CHANGE. CREATED [redacted] CASE [redacted], [redacted] RECOMMEND DTCM REPLACEMENT. REPLACED DRIVE TRAIN CONTROL MODULE AND AND FOUND NO CHANGE. T.A./ENGINEERING WAS SENT OUT TO INSPECTED VEHICLE AND FOUND TRANSFER CASE IS STUCK IN 4 LOW CAUSING CONCERN

(RO) Correction:

PERFORM MULTIPOINT INSPECTION REPLACED INTAKE AIR GRID HEATER PER RECALL REMOVE [redacted] SHAFT ,FRONT DRIVE SHAFT AND SKID PLATE. REMOVED TRANSFER CASE, WHEN REMOVED NOTICED TRANSMISSION ADAPTER PLATE IS CRACKED. REMOVED ADAPTER AND SWAPPED OUTPUT SHAFT AND REPLACED SEAL AND GASKET. INSTALL NEW ADAPTER PLATE AND INSTALL NEW TRANSFER CASE. REASSEMBLE VEHICLE, TOPPED OFF TRANS FLUID AND TEST DROVE VEHICLE TO VERIFY REPAIR PERFORMED MOPAR EXPRESS LANE INSPECTION COMPLETED QC INSPECTION, VEHICLE IS READY TO BE DELIVERED TO CUSTOMER. THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States no forward gears in [redacted] only moves in [redacted]d lo w has to be in 4w Customer States no forward gears in [redacted] only moves in [redacted] lo w has to be in 4w Customer States no forward gears in [redacted] only moves in [redacted]d lo w has to be in 4w Customer States no forward gears in [redacted] only moves in [redacted]d lo w has to be in 4w

(Claim) Cause:

VERIFY CUSTOMER CONCERN AT [redacted] VEHICLE HAS SHIFTED ALL [redacted]. PERFORMED M VERIFY CUSTOMER CONCERN AT [redacted] VEHICLE HAS SHIFTED ALL [redacted]. PERFORMED M VERIFY CUSTOMER CONCERN AT [redacted] VEHICLE HAS SHIFTED ALL [redacted]. PERFORMED M VERIFY CUSTOMER CONCERN AT [redacted] VEHICLE HAS SHIFTED ALL [redacted]. PERFORMED M

(Claim) Correction:

REMOVE [redacted] SHAFT ,FRONT DRIVE SHAFT AND SKID PLATE. REMOVED TRANSFE REMOVE [redacted] SHAFT ,FRONT DRIVE SHAFT AND SKID PLATE. REMOVED TRANSFE REMOVE [redacted] SHAFT ,FRONT DRIVE SHAFT AND SKID PLATE. REMOVED TRANSFE REMOVE [redacted] SHAFT ,FRONT DRIVE SHAFT AND SKID PLATE. REMOVED TRANSFE

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	***Desc*** [redacted]	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Frame - Buzz Squeaks Rattles	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] OF [redacted] LOOSE ON FRAME, TORQE BOLTS TO SPEC

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THERE IS A KNOCKING NOISE COMING FROM THE DRIVER SIDE FRO NT WHEEL AREA PLEASE INSPECT AND ADVISE

(Claim) Cause:

FOUND THAT [redacted] OF THE [redacted] WERE NOT TIGHTENED TO SPEC PROPERLY

(Claim) Correction:

TEST DROVE VEHICLE AND VERIFIED THERE IS A KNOCKING/ CLUNKING NOISE COMING FRO M THE FRONT LEFT OF THE VEHICLE WHILE GOING OVER HARSH BUMPS. RAISED VEHICLE AND CHECKED SUSPENSION AND STEERING COMPONENTS. COULD NOT FIND A PROBLEM WI TH ANY COMPONENTS. INSTALLED CHASSIS EARS AND DROVE [redacted] TO DUPLICA TE CONCERN. FOUND NOISE SEEMS TO BE TRANSMITTING ON THE FRAME AREA. RAISED V EHICLE AND CHECKED TORQUE ON THE SHOCK BOLTS, RADIUS ARM BOLTS, TRACK BAR BO LTS AND [redacted] ON THE

FRAME. TEST DROVE AGAIN [redacted] WIT H CHASSIS EARS AND NOISE WAS STILL THERE. RAISED VEHICLE BACK IN THE AIR AND CHECKED THE TORQUE ON THE CAB BODY BOLTS. FOUND THAT [redacted] OF THE [redacted] WERE NOT TIGHTENED TO SPEC PROPERLY. TIGHTENED BOLTS TO SPEC AND TEST DROVE AGAIN. THE NOISE DIDN'T OCCUR WHILE DRIVING OVER [redacted]. NO FURTHER PROBLEMS FOUND AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28H92 - RAM 3500 BIG [redacted]
Build Date	[redacted]	***Plant***	[redacted]	ASSEMBLY PLANT	***Coverage*** [redacted]

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	S - Safety (Recalls)	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	20

Expense

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

Dealer Information

[redacted] ***Name*** [redacted] S [redacted] 32[redacted]	
Address	2380 MILITARY RD , NIAGARA FALLS, NY 14304

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	64.49	$34.05 [redacted]

RO Narratives

(RO) Customer Concern:

RECALL 13a [redacted]

(RO) Cause:

NA

(RO) Correction:

Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled) Module, Transmission Control (TCM) - Reprogram Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled)

(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**	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]	**Zone**	[redacted]
Address	2380 MILITARY RD , NIAGARA FALLS, NY 14304				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	[redacted]
[redacted]	[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 ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		29.57	$749.10
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	[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]	SNAP RING	1	X	12.84	$749.10
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		58.74	$749.10
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]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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		34.09	$749.10
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

RECALL 13a [redacted]

(RO) Cause:

NA

(RO) Correction:

Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled) Module, Transmission Control (TCM) - Reprogram Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STELLANTIS CAMPAIGN

(Claim) Cause:

[redacted] CAMPAIGN

(Claim) Correction:

[redacted] CAMPAIGN

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]		Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense [redacted]
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION IMPROPER SHIFTING

(RO) Cause:

TEST DROVE [redacted] SHIFTSFINE

(RO) Correction:

[redacted] PULLED VEHICLE IN TO THE SHOP FOUNDNO INITIAL ISSUES WITH PARKING [redacted] SHIFTS.CHECKED HISTORY FOUND SNAP RING RSU TO BECOMPLETED TEST DROVE AND VERIFIED PROPEROPERATION OF TRANSMISSION. DIAG NOISE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANS NOT SHIFTING PROPERLY

(Claim) Cause:

AFTER TEST DRIVE COULD NOT DUPLICATE

(Claim) Correction:

OPERATING AND SHIFTING AS DESIGNED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	D28P91 - RAM 3500 [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

C[redacted]	[redacted]	[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	RELAY	1	X	54.24	$28.12 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] PERFORMED OIL AND FILTER CHANGE REST FACTORY MAINTENANCE REMINDE[redacted] Performed tire rotation. [redacted] Performed MPI. [redacted] Replace Relay, Intake Air Heater [redacted] Picture was taken.

(RO) Technical Notes:

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

Dealer Information

Code	[redacted]	**Name**	R[redacted]	**Zone**	3[redacted]
[redacted]	160 FRAZIER DRIVE , PRINCETON, WV 24740				

Condition Information

Condition [redacted]			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]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		141.40	[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]	[redacted]	[redacted]			[redacted]
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	[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]	1		141.40	[redacted]
A	[redacted]2	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	COOLER	1		[redacted]	$17.33
A	[redacted]2	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	6405.00	$17.33
A	[redacted]2	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	[redacted]	1		141.40	$17.33
A	[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD			[redacted]	TRANSMISS	1	X	[redacted]	

		equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	$51.98
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]	
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]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	6405.00	$155.95
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	[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]	TOC ASSY	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted]. COURTESY INSPECTION MAINTENANCE MAINTENANCE MAINTENANCE

(RO) Cause:

NA

(RO) Correction:

PERFORME[redacted]. COURTESY INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REPLACE TRANMISSION, OIL COOLER, AND BYPASS VALVE

(Claim) Cause:

REASSEMBLED TRANS FOR BULLETIN [redacted] AND FOUND VEHICLE HAS OTHER INTERNAL PROBLEMS, HAS HARD SHIFT AND JERKING. REMOVED TRANS [redacted] AND FOUN[redacted] T [redacted]. CONTACTED [redacted]

(Claim) Correction:

REPLACED TRANSMISSION, OIL COOLER, AND BYPASS VALVE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM 3500 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]
[redacted]	160 FRAZIER DRIVE , PRINCETON, WV 24740				

Condition Information

Condition [redacted]	Failure	Failure	Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission ; [redacted] equipped 4x4 pick-up only		[redacted]	SEAL RING	1		10.01	$51.98
[redacted]	Transmission ; [redacted] equipped 4x4 pick-up only		[redacted]	GASKET	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped 4x4 pick-up only		[redacted]	FLUID AFT	1		11.90	$51.98
[redacted]	Transmission ; [redacted] equipped 4x4 pick-up only		[redacted]	HUB	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	SEAL RING	1		10.01	$103.97
[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]	FLUID AFT	1		11.90	$103.97
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	HUB	1 [redacted]	X	145.60	$103.97
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped		[redacted]	SEAL RING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped		[redacted]	GASKET	1		31.29	$25.99
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped		[redacted]	FLUID [redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped		[redacted]	HUB	1 [redacted]	X	145.60	$25.99
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped		[redacted]	SEAL RING	1		10.01	$17.33

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	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]	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]	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	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	X	[redacted]	

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 GO IN DRIVE WILL ONLY GO IN PARK AND REVERSE CK A ND ADVISE

(Claim) Cause:

SCAN CHECKED [redacted]. REMOVED TRANS FOR BULLETIN [redacted] AND FOUND SNAP SPRING S OUT OF POSITION

(Claim) Correction:

REPLACED CLUTCH HUB, SNAP RINGS AND CHECKED PISTON SEALS.INSTALLED TRANS. ROAD TESTED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]	CREW CAB CHASSIS	[redacted]
Build Date	[redacted]	***Plant***	[redacted]	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***	$43.96	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	1541 E WAHKIAKUM AVE , PAHRUMP, NV 89048				

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	43.96	$21.09[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	7[redacted]
Address	1541 E WAHKIAKUM AVE , PAHRUMP, NV 89048				

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 ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1027.60	$126.53
[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 ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		96.46	$126.53
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1027.60	$21.09
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	6		[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 ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		96.46	$21.09
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	[redacted]	1027.60	[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]	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]		6		34.86	[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]		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]

RO Narratives

(RO) Customer Concern:

AUTO TRANS DIAGNOSIS CHRY RECALL

(RO) Cause:

SCANNE[redacted], FOUND [redacted] [redacted] SNAP RING VERIFIED [redacted] RECALL DUE

(RO) Correction:

[redacted]: [redacted] - [redacted]: [redacted] [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE TRANMISSION QUIT WORKING WHILE DRIVING PULLED OVER AND WILL NOT START NOW

(Claim) Cause:

VERIFIED CONCERN SCAN [redacted] [redacted] FOUND BULLETIN FOR SNAP RING DISPLAC MENT, [redacted] RING DISLODGED FROM DRUM

(Claim) Correction:

REMOVE TRANS INSTALL NEW K1 CLUTCH ASSY REASSEMBLE TRANS TEST DROVE VEH OPERAT ING AS DESIGNED.

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)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$2,045.63	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]		Failure	Failure		Part Name	Quantity	Failed	Expense	Expense
[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		6.89	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	O[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		174.69	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	ADHESIVE	1		11.34	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
[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]	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]	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]	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		[redacted]	
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		174.69	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	ADHESIVE	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]	
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		59.88	[redacted]

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

RO Narratives

(RO) Customer Concern:

CUST STATES VEHICLE ONLY GOES FORWARD AND DOES NOT HAVE REVERSE. CHECK AND ADVISE PERFORM RECALL [redacted] Ram Heavy [redacted] Heater Rel

(RO) Cause:

CONFIRMED CUSTOMER CONCERN. REHOOKED UP DRIVELINE AND PUT VEHICLE IN GEAR. VEHICLE HAS NO FORWARD MOVEMENT. CHECK ENGINE LIGHT IS ON. SCANNED VEHICLE AND FOUND [redacted] AND [redacted] ACTIVE FOR GEAR 1 AND 4 RATIO. FOUND [redacted] DIRECTLY RELATED. RECOMMEND PERFORM K1 CLUTCH REBUILD AS PER TSB AND RECHECK. WAITING ON PARTS

(RO) Correction:

REMOVED EXHAUST DOWNPIPE. REMOVED TRANS DRIVEN PTO. PERFORME[redacted] REV. A REPAIR PROCEDURE AND REPLACED INPUT SHAFT ASSEMBLY. REINSTALLED ALL COMPONENTS AND FILLED TRANS WITH OIL. GOT TRANS UP TO TEMP AND PERFORMED QUICKLEARN. CHECKED FLUID IS IN SPEC AND TEST DROVE. VEHICLE SHIFTED SMOOTHLY. RECHECKED ONCE BACK AT SHOP, NO CODES, NO LEAKS, AND FLUID LEVEL IS IN SPEC. PARTS ON ORDER WILL CONTACT WHEN PARTS ARRIVE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE ONL GOES FORWARD

(Claim) Cause:

CONFIRMED CONCERN FOUND TSB FOR CONCERN

(Claim) Correction:

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

Dealer Information

[redacted]	***Name***	SAFFORD [redacted] OF	***Zone***	3[redacted]	
Address	1659 BERRYVILLE PIKE , WINCHESTER, VA 22603				

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	[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 [redacted]	RELAY	1	X	58.84	$30.80 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

RECALL Replace Intake Air Grid Heater Relay

(Claim) Correction:

Replace Intake Air Grid Heater Relay

Warranty Claim Report

Vehicle Information

[redacted]	[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	S[redacted] OF	Zone	[redacted]
Address	1659 BERRYVILLE PIKE , WINCHESTER, VA 22603				

Condition Information

Condition [redacted]			Failure	Failure		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	6		95.57	$92.40
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		66.80	$92.40
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1375.44	$92.40
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	6		95.57	$92.40
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		95.57	$184.80
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		66.80	$184.80
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		31.11	$184.80
[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]	CLUTCHKIT	1	X	1375.44	$184.80
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		95.57	$184.80
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	6		95.57	$30.80
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		66.80	$30.80

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	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]	FLUID AFT	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]	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]	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	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]	[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	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		31.11	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	6		95.57	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	6		[redacted]	
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission	RF							[redacted]

		Control (TCM) - Reprogram, Includes Quicklearn Routine								

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) (Multi-point inspection according to maintenance interval) CUSTOMER STATES THE VEHICLE WILL NOT GO INTO GEAR ONLY REVER SE CHECK AND ADVISE (Engine Mechanical Concern) PERFORM DIESEL OIL AND FILTER CHANGE CHECK ENGINE LIGHT -

(RO) Cause:

RECALL Replace Intake Air Grid Heater Relay TECH FOUND INTERNAL FAILURE TO SNAP RINGS MAINTAINENCE TECH FOUND TSB

(RO) Correction:

Replace Intake Air Grid Heater Relay MULTIPOINT INSP All REPLACED SNAP RINGS [redacted] AND FILTER CHANGE Transmission [redacted] (TCM) - Reprogram, Includes Quicklearn

(RO) Technical Notes:

[redacted], SP/H, [redacted] ATTEMPTED TO VOR 0N [redacted] BUT REQUEST REJECTED(SEE ATTACHED). ATTACHEDCALENDAR SHOW TIMELINE FOR RENTAL REQUESTED. THANK YOU

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT - CUSTOMER STATES THE VEHICLE WILL NOT GO INTO GEAR ONLY REVER SE CHECK AND ADVI CUSTOMER STATES THE VEHICLE WILL NOT GO INTO GEAR ONLY REVER SE CHECK AND ADVI CUSTOMER STATES THE VEHICLE WILL NOT GO INTO GEAR ONLY REVER SE CHECK AND ADVI CUSTOMER STATES THE VEHICLE WILL NOT GO INTO GEAR ONLY REVER SE CHECK AND ADVI

(Claim) Cause:

TECH FOUND TSB TECH FOUND INTERNAL FAILURE TO SNAP RINGS TECH FOUND INTERNAL FAILURE TO SNAP RINGS TECH FOUND INTERNAL FAILURE TO SNAP RINGS TECH FOUND INTERNAL FAILURE TO SNAP RINGS

(Claim) Correction:

Transmission [redacted] (TCM) - Reprogram, Includes Quicklearn REPLACED SNAP RINGS 1 REPLACED SNAP RINGS 1 REPLACED SNAP RINGS 1 REPLACED SNAP RINGS 1

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	F - Service Contract	**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	5401 INTERSTATE HIGHWAY 30 , [redacted] , TX 75402				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [redacted] Rotate tires REPLACE FRONT FUEL FILTER REPLACE REAR FUEL FILTER [redacted] Inspection DECLINED MAINTENANCE

(RO) Cause:

NA

(RO) Correction:

Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [redacted] DIESEL LUBE,OIL AND FILTER CHANGE-WITH ROTELLA T6 SYNTHETIC OIL Rotate tires * [redacted] ROTATION (INCLUDES BRAKE INSPECTION) REPLACE DIESEL FUEL FILTER REPLACE DIESEL FUEL FILTER [redacted] e Inspection [redacted] DECLINED AIR FILTER AND CABIN AIRFILTER DECLINED MAINTENANCE

(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]	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**	ALL STAR DODGE INC	[redacted]	[redacted]
Address	2590 RANGE PARK DRIVE , DENHAM SPRINGS, LA 70726				

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				GREASE	1		58.32	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BOLT	[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			68253770AA	BEARING	1		35.66	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		35.01	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		33.21	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		40.00	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68253816AA	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				HUB	1		335.38	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[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	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	5		[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]	FILTER	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 ; [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	6		[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]	[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			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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68254056AB	HUB	1		[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]	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] 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	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FILTER	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 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		27.16	[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]	BOLT	6		23.56	[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]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
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		42.05	[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]	RACE	1		29.45	[redacted]
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 /	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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	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]	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]	FILTER	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		51.78	[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 LOST POWER. PULLED OVER AND IT DID NOT WANT TO GO INT O DRIVE. TOWED IN. CHECK AND ADVISE.

(Claim) Cause:

VEHICLE WOULD NOT MOVE. REMOVED TRANSMISSION PAN AND FOUND LARGE AMOUNTS OF ME TAL SHAVINGS. WHEN SUBMITTING FOR TRANS REPLACEMENT WAS INSTRUCTED TO PERFOR M TSB:[redacted]

(Claim) Correction:

VEHICLE WOULD NOT MOVE. REMOVED TRANSMISSION PAN AND FOUND LARGE AMOUNTS OF ME TAL SHAVINGS. WHEN SUBMITTING FOR TRANS REPLACEMENT WAS INSTRUCTED TO PERFOR M TSB:[redacted] REMOVED [redacted] CLUTCH HUB AND FOUND SNAP RING FAILED. RE PLACED K1 CLUTCH / INPUT SHAFT ASSEMBLY. REPLACED FILTERS AND FILLED WITH

FL UID. PERFORMED TRANSMISSION QUICKLEARN AND VEHICLE WOULD GO INTO GEAR AND MO VE BUT WOULD SLAM HARD INTO REVERSE. WILL NEED TRANSMISSION REPLACEMENT. [redacted] DID IMPROVE TRANSMISSION PERFORMANCE BUT LARGE AMOUNT OF METAL IS RESULT OF LARGER FAILURE

Warranty Claim Report

Vehicle Information

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

Claim Information

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] RIO CHRYSLER, DODGE, JEEP,	***Zone***	62[redacted]
Address	5373 E US HIGHWAY 83 , RIO GRANDE CITY, TX 78582				

Condition Information

Condition	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - liter Diesel - Midship[redacted]nk	[redacted]	INTERMITTENT OPERATION	[redacted]	MODULE	1	X	[redacted]	$226.37
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	MODULE	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Engine Performance Concern [Customer States the vehicle had reduced power and would not advancethen after a while it would not turn on.] Moved to: [redacted] Line: A

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFIED CUSTOMER'S CONCERN OF THEVEHICLE STALLING OUT. [redacted] [redacted] WASACTIVE.FOLLOWED DAIGNOSTICS (1)NO, (2)NOOTHER [redacted]S PRESENT ,(3) NO LEAKS FOUND,(4) NO(7) YES FOUND LOW PRESSURE IN LOW SIDE OFFUEL SYSTEM RAN FLOW RATE TESTS GETTING [redacted] FUEL IN [redacted] CK POWER AND GROUND TOIN TANK PUMP OK NO IN TANK FUEL PUMP WAS NOTACTUATING. REPLACED FUEL PUMP TEST DROVEVEHICLE NOT [redacted]S PRESENT. VEHICLE IS NOWRUNNING AS DESIGNED. Module/Pump, Diesel - Test and Replace Fuel tank mounted DIAGNOSTIC TIME Moved to: [redacted] Line: A SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE PERFORMANCE CONCERN [CUSTOMER STATES THE VEHICLE HAD REDUCED POWER AND WOULD NOT ADVANCE THEN AFTER A WHILE IT WOULD NOT TURN ON.]

(Claim) Cause:

INTERMINENT PUMP

(Claim) Correction:

VERIFIED CUSTOMER'S CONCERN OF THE VEHICLE STALLING OUT. [redacted] WAS ACTIVE. FOLLOWED DAIGNOSTICS (1)NO, (2)NO OTHER DTCS PRESENT ,(3) NO LEAKS FOUND,(4) N O (7) YES FOUND LOW PRESSURE IN LOW SIDE OF [redacted] SYSTEM RAN FLOW RATE TESTS GE TTING [redacted] OF [redacted] IN [redacted] CK POWER AND GROUND TO IN TANK PUMP OK NO IN TANK [redacted] PUMP WAS NOT ACTUATING. REPLACED [redacted] PUMP TEST DROVE VEHICLE NOT D TC'S PRESENT. VEHICLE IS NOW RUNNING 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**	[redacted]	[redacted]	[redacted]
[redacted]	3517 NE AUTO MALL DR , VANCOUVER, WA 98662				

Condition Information

Condition	[redacted]		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]B	MOLDING	1	X	117.23	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	[redacted]	1		22.60	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	[redacted]	1		39.22	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	FILM	1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	CAP	1		316.89	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			0000MATL		1		485.13	[redacted]
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]B	MOLDING	1	X	[redacted]	
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]B	MOLDING	1	X	[redacted]	
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]	[redacted]				[redacted]
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]	[redacted]	1		22.60	[redacted]
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]	[redacted]	1		39.22	[redacted]
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]	[redacted]				[redacted]
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right			[redacted]	FILM	1		[redacted]	[redacted]

		or left								
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]	FILM	1		[redacted]	
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]	CAP	1		[redacted]	
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]	CAP	1		[redacted]	[redacted]
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]		1		[redacted]	
A	[redacted]	Molding/cap/spat/guard, fender wheel opening ; Right or left			[redacted]		1		485.13	[redacted]
A	[redacted]	Cap, rail truck bed ; Right Rail			[redacted]	MOLDING	1	X	[redacted]	
A	[redacted]	Cap, rail truck bed ; Right Rail			[redacted]	SPAT	1		[redacted]	
A	[redacted]	Cap, rail truck bed ; Right Rail			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Cap, rail truck bed ; Right Rail			[redacted]	FILM	1		[redacted]	
A	[redacted]	Cap, rail truck bed ; Right Rail			[redacted]	CAP	1		[redacted]	[redacted]
A	[redacted]	Cap, rail truck bed ; Right Rail			[redacted]		1		[redacted]	
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]	MOLDING	1	X	[redacted]	[redacted]
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]	SPAT	1		[redacted]	
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]	FILM	1		[redacted]	
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]	CAP	1		[redacted]	[redacted]
A	[redacted]	Basic paint preparation ; paint preparation			[redacted]		1		[redacted]	
A	[redacted]	Panel, pick-up box side-outside ; Short box-Complete-Right or left-Monotone	[redacted]	DISCOLORED	[redacted]	MOLDING	1	X	[redacted]	[redacted]
A	[redacted]	Panel, pick-up box side-outside ; Short box-Complete-Right or left-Monotone	[redacted]	DISCOLORED	[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Panel, pick-up box side-outside ; Short box-Complete-Right or left-Monotone	[redacted]	DISCOLORED	[redacted]	SPAT	1		[redacted]	
A	[redacted]	Panel, pick-up box side-outside ; Short box-Complete-Right or left-Monotone	[redacted]	DISCOLORED	[redacted]	FILM	1		[redacted]	
A	[redacted]	Panel, pick-up box side-outside ; Short box-Complete-Right or left-Monotone	[redacted]	DISCOLORED	[redacted]	CAP	1		[redacted]	[redacted]
A	[redacted]	Panel, pick-up box side-outside ; Short box-Complete-Right or left-Monotone	[redacted]	DISCOLORED	[redacted]		1		[redacted]	[redacted]
A	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			[redacted]	MOLDING	1	X	[redacted]	
A	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			[redacted]	SPAT	1		[redacted]	
A	[redacted]	Panel, pick-up box side-outside ; Remove or			[redacted]	SPAT	1		39.22	[redacted]

		reposition box for repair								
A	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			[redacted]	FILM	1		290.30	[redacted]
A	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			[redacted]	CAP	1		316.89	[redacted]
A	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			[redacted]		[redacted]			[redacted]
A	[redacted]	Molding, wheel opening flare ; Rear-Right or left			[redacted]	MOLDING	1	X	117.23	[redacted]
A	[redacted]	Molding, wheel opening flare ; Rear-Right or left			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Molding, wheel opening flare ; Rear-Right or left			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Molding, wheel opening flare ; Rear-Right or left			[redacted]	FILM	1		290.30	[redacted]
A	[redacted]	Molding, wheel opening flare ; Rear-Right or left			[redacted]	CAP	1		316.89	[redacted]
A	[redacted]	Molding, wheel opening flare ; Rear-Right or left			[redacted]		1		485.13	[redacted]
A	[redacted]	Sublet processing allowance			[redacted]	MOLDING	1	X	117.23	[redacted]
A	[redacted]	Sublet processing allowance			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Sublet processing allowance			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Sublet processing allowance			[redacted]	FILM	1		290.30	[redacted]
A	[redacted]	Sublet processing allowance			[redacted]	CAP	1		316.89	[redacted]
A	[redacted]	Sublet processing allowance			[redacted]		1		485.13	[redacted]
A	[redacted]	Sublet Repair			[redacted]	MOLDING	1	X	117.23	[redacted]
A	[redacted]	Sublet Repair			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Sublet Repair			[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Sublet Repair			[redacted]	FILM	1		290.30	[redacted]
A	[redacted]	Sublet Repair			[redacted]	CAP	1		[redacted]	[redacted]
A	[redacted]	Sublet Repair			0000MATL		[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THERE IS A DEFECT IN THE PASSENGER REAR PAINT.

(RO) Cause:

NA

(RO) Correction:

[redacted] HAS REPAIRED. CUSTOMER STATES lot damage repairs CUSTOMER STATES SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS A PAINT DEFECT ON RIGHT SIDE BED

(Claim) Cause:

CONFIRMED PAINT DEFECT

(Claim) Correction:

SUBLET TO BODY SHOP FOR REPAIRS

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,863.12	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

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] ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	GASKET	1		42.10	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	1163.76	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SEAL RING	1		6.50	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	GASKET	1		50.18	$686.26
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	GASKET	1		42.10	$686.26
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of	ES		[redacted]	[redacted]			[redacted]	

		Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	4		[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			68019782AA	SEAL 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]	GASKET	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]	FLUID AFT	4		218.48	$23.66

		[redacted] C ; [redacted] propeller shaft equipped								
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]	SEAL RING	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	SEAL RING	1		[redacted]	
B	[redacted]	Battery ; [redacted]	B4	BATTERY FAILED TEST	[redacted]	BATTERY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION CUST PREFERRED METHOD OF CONTACT CALL TEXT [redacted] C/S AFTER PUTTING IN THE A1CLUTCH KIT THE TRANS WONT PULL OR MOVE HAVING TO JUMP THE TRUCK

(RO) Cause:

NA

(RO) Correction:

COMPLETED MULTI-POINT INSPECTION performed repair removed front and rear [redacted] drive shaft removed transfer case and transmission disassembled transmission inspected B2 and [redacted] clutch also replaced [redacted] clutch per star reassembled transmission and added fluid had to jump start vehicle isolated batteries and tested found battery bad printed off warranty code with [redacted] battery tester retrieved battery code [redacted] new battery code [redacted]. replaced battery

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S AFTER PUTTING IN THE A1CLUTCH KIT THE TRANS WONT PULL OR MOVE HAVING TO JUMP THE TRUCK

(Claim) Cause:

HAD TO JUMP START VEHICLE ISOLATED BATTERIES AND TESTED FOUND BATTERY BAD PRI PERFORMED REPAIR REMOVED FRONT AND REAR 2 [redacted] DRIVE SHAFT REMOVED TRANSFER CASE AND TRANSMISSION DISASSEMBLED TRANSMISSION INSPECTED B2 AND B1 CLUTCH AL NTED OFF WARRANTY CODE WITH [redacted] BATTERY TESTER RETRIEVED BATTERY CODE [redacted]. SO REPLACED K1 CLUTCH PER STAR REASSEMBLED TRANSMISSION AND ADDED FLUID [redacted] [redacted] NEW BATTERY CODE [redacted]. REPLACED BATTERY

(Claim) Correction:

HAD TO JUMP START VEHICLE ISOLATED BATTERIES AND TESTED FOUND BATTERY BAD PRI PERFORMED REPAIR REMOVED FRONT AND REAR 2 [redacted] DRIVE SHAFT REMOVED TRANSFER CASE AND TRANSMISSION DISASSEMBLED TRANSMISSION INSPECTED B2 AND B1 CLUTCH AL NTED OFF WARRANTY CODE WITH [redacted] BATTERY TESTER RETRIEVED BATTERY CODE [redacted]. SO REPLACED K1 CLUTCH PER STAR REASSEMBLED TRANSMISSION AND ADDED FLUID [redacted] [redacted] NEW BATTERY CODE [redacted]. REPLACED BATTERY

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]	***Zone***	[redacted]
Address	2400 EAST WOOD STREET , PARIS, TN 38242				

Condition Information

Condition			***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Transfer Case ; [redacted] liter diesel	[redacted]	DEFECT	[redacted]	[redacted]	1		48.48	[redacted]
A	21020101	Transfer Case ; [redacted] liter diesel	[redacted]	DEFECT	[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Transfer Case ; Skid Plate Equipped			[redacted]	[redacted]	1		48.48	$25.67
A	[redacted]	Transfer Case ; Skid Plate Equipped			[redacted]	TRANSFER	1	X	[redacted]	$25.67
A	[redacted]	Transfer Case ; DEF equipped [redacted] pick-up only				[redacted]	1		48.48	$77.02
A	[redacted]	Transfer Case ; DEF equipped [redacted] pick-up only				TRANSFER	1	X	[redacted]	
A	[redacted]	Transfer Case ; [redacted] Propeller Shaft			[redacted]	[redacted]	1		48.48	$25.67
A	[redacted]	Case ; [redacted]			[redacted]	TRANSFER	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

GENERAL MAINTENANCE DIESEL OIL AND FILTER CHANGE. 23 POINT INSPECTION GENERAL MAINTENANCE

(RO) Cause:

NA

(RO) Correction:

oil change replace both fuel filters

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION IS MAKING A GRINDING NOI SE. THE TRANSMISSION HAS BEEN REPLACED BEFORE

(Claim) Cause:

REAR SEAL LEAKED FLUID TO CAUSE CATASTROPHIC IN TERNAL TRANSFER CASE FAILURE

(Claim) Correction:

REPLACED TRANSFER CASE AND ADDED PROPER AMOUNT OF FLUID

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	$391.62	**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]	Module, Telematics Box (TBM) Backup Flash ; [redacted] Telematics Box (TBM2) - Reprogram	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Guest states "Uconnect box requires service" is on dashboard ,Guest is able to click ok then use the dash as normal but see the message on everystart up. Guest asking for dyag.]

(RO) Cause:

FOUND UPDATE FOR THETBM TO RESOLVE THI SISSUE

(RO) Correction:

FOUND UPDATE FOR THE TBM TO RESOLVE THISISSUE PERFORMED TBM UPDATE Module, Telematics Box (TBM) Backup Flash - Reprogram Module, Telematics Box (TBM2) - Reprogram (0 - Low Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GUEST STATES "UCONNECT BOX REQUIRES SERVICE" IS ON DASHBOARD ,GUEST IS ABLE TO CLICK OK THEN USE THE DASH AS NORMAL BUT SEE THE MESSAGE ON EVERY START UP. GUEST ASKING FOR DIAG

(Claim) Cause:

FOUND UPDATE FOR THE TBM TO RESOLVE THIS ISSUE

(Claim) Correction:

PERFORMED [redacted] UPDATE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$2,644.55	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		9.53	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	9		150.31	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	8		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		8.06	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		35.96	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	1		204.35	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
A	21000169	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		43.92	[redacted]
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	CLUTCHKIT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GREASE	1		70.05	$220.02
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	8		65.23	$220.02
[redacted]		Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	[redacted]			

		[redacted]C ; 4X4 equipped								
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	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244579AA	O[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	1	X	[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			68244638AA	GASKET	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]	CLUTCHKIT	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			68085955AA	WASHER	1		[redacted]	[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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	6		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269568AB	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[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]	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]	GREASE	1		70.05	[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]	WASHER	1		9.53	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	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]	
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]	[redacted]
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		28.29	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WHEN DRIVING ON HIGHWAY AT [redacted] VEHICLE STOPPED ACCELERATING. TURNED OFF A ND BACK ON BUT WOULDNT ENGAGE DRIVE. ONLY GOES IN REVERSE. LOUD BANGING NOI SE WHEN PUT IN GEAR

(Claim) Cause:

TECHNICIAN VERIFIED CONCERN. FOUND [redacted] RELATED TO CUSTOMER COMPLAINT. [redacted] [redacted]. ALSO FIND [redacted] [redacted]. FIND [redacted] CLUTCH ASSEMBLY FAILED.

(Claim) Correction:

PER TSB. REPLACED FAILED K-[redacted] ASSEMBLY WITH INPUT SHAFT AND DRUM. CHECKE D OPERATION. VEHICLE OPERATING AS OTHER LIKE VEHICLES AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	21000A91	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ [redacted]	SERVICE ACTION						[redacted]
[redacted]		Towing								[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
GOODWILL TOWING AS PER DM NOTES

(Claim) Cause:
GOODWILL TOWING AS PER DM NOTES

(Claim) Correction:
GOODWILL TOWING AS PER DM NOTES

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [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	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	1229 S QUINTARD AVE , ANNISTON, AL 36201				

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	55.73	$41.54 [redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel PARTS ARE HERE CHANGED OIL AND FILTER IN VEHICLE TOPPED OFF FLUIDS AND SET TIRE Multi-point inspection (according to maintenance interval) DOC STORAGE FEE OIL DOC STORAGE FEE DOC STORAGE FEE

(RO) Cause:

MISC CONCERN

(RO) Correction:

7772 grid heater relay heater grid relayreplaced [redacted] Ram Heavy Duty Grid Heater Rel PARTS AREHERE 7772 oil and filter change due oil andfilter change conducted per customer request CHANGED OIL AND FILTER INVEHICLE TOPPED OFF FLUIDSAND SET TIRE CHANGED OIL AND FILTER INVEHICLE TOPPED OFF FLUIDS AND SET TIRE [redacted] MPI complete, nothing recommendedexcept air filter Multi-point inspection (according to maintenanceinterval) COMPLIMENTARY MULTI-POINTVEHICLE INSPECTION DOC2 DOC STORAGE FEE . DOC2 DOC STORAGE FEE DOC2 DOC STORAGE FEE FREE [redacted] DOC STORAGE FEE MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P81 - RAM 3500 LARAMIE 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***	$59.62	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	***Name***	[redacted]	JEEP DODGE	***Zone***	[redacted]

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:

Multi-point inspection (according to maintenance interval) General Concern #1 [CS THE VEHICLE WONT GO INTO DRIVE] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] [redacted] [redacted] DJ D2 STEERING COLUMN CLICKING NOISE **]

(RO) Cause:

. . .

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION- COMPLIMENTARY CAR WASH [redacted] K1 Clutch / Input Shaft Assembly -Inspect and Replace Sub-Assembly(3 - HighlySkilled)2 - Transmission and Transfer Case21[redacted], [redacted], [redacted] 1.2 road testedwell 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] Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition - [redacted] equipped [redacted] Replace Relay, Intake AirHeater08-13[redacted] [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted], Upper SteeringColumn Intermediate Shaft - Inspect19 -Steering0.2 Hrs Shaft, steering column intermediate - Inspect Shaft, Upper Steering Column Intermediate Shaft- Inspect (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CS THE VEHICLE WONT GO INTO DRIVE [redacted] [redacted] DJ D2 STEERING COLUMN CLICKING NOISE

(Claim) Cause:

[redacted] 23MY DJ D2 STEERING COLUMN CLICKING NOISE TRANSMISSION, REMOVE AND INSTALL FOR RECONDITION - [redacted] K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY

(Claim) Correction:

[redacted] 23MY DJ D2 STEERING COLUMN CLICKING NOISE K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	CAB CHASSIS
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]	[redacted]	DENVER
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	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	[redacted]	

RO Narratives

([redacted]) Customer Concern:

[redacted]

([redacted]) Cause:

[redacted]

([redacted]) Correction:

[redacted]

([redacted]) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES FORWARD GEARS MOSTLY GONE , TOWED IN 6 6 NO APPOINTMENT , WOR K IN , CHECK AND ADVISE

(Claim) Cause:

FOUND [redacted] INCORRECT RATIO. FOUND [redacted]. INTE RNAL TRANSMISSION FAILURE TO K1 CLUTCH PACK HAS OCCURED

(Claim) Correction:

FOUND [redacted] INCORRECT RATIO. FOUND [redacted]. INTE RNAL TRANSMISSION FAILURE TO K1 CLUTCH PACK HAS OCCURED

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	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**	32 [redacted]
[redacted]	2 LATTI FARM ROAD , MILLBURY, MA 01527				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[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				FLUID AFT	1		16.14	$205.18
[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				WASHER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[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]	
[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]	FLUID AFT	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]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [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 / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		16.14	[redacted]
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]	WASHER	1		9.21	[redacted]
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]	
B	[redacted]	Shaft, steering column intermediate ; Shaft, Upper Steering Column Intermediate Shaft - Inspect	ZZ	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [CS THE VEHICLE WONT GO INTO DRIVE] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] RSU 1 [[redacted] DJ D2 STEERING COLUMN CLICKING NOISE **]

(RO) Cause:

. . .

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION- COMPLIMENTARY CAR WASH [redacted] Clutch / Input Shaft Assembly -Inspect and Replace Sub-Assembly(3 - HighlySkilled)2 - Transmission and Transfer Case21[redacted], [redacted], [redacted] 1.2 road testedwell complete. 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] Skid plate equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission,

Remove and install for recondition - [redacted] equipped [redacted] Replace Relay, Intake AirHeater08-13 [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted], Upper SteeringColumn Intermediate Shaft - Inspect19 -Steering0.2 [redacted] Shaft, steering column intermediate - Inspect Shaft, Upper Steering Column Intermediate Shaft- Inspect (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[CS THE VEHICLE WONT GO INTO DRIVE RSU [redacted] DJ D2 STEERING COLUMN CLICKING NOISE

(Claim) Cause:

RSU [redacted] DJ D2 STEERING COLUMN CLICKING NOISE TRANSMISSION, REMOVE AND INSTALL FOR RECONDITION - [redacted] K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY

(Claim) Correction:

RSU [redacted] DJ D2 STEERING COLUMN CLICKING NOISE K1 CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	DP9L94 - RAM 4500 CREW CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage Code** [redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	DEMONTROND AUTO COUNTRY INC	**Zone**	63 [redacted]
Address	888 IH 45 SOUTH , CONROE, TX 77304				

Condition Information

Condition [redacted]	**Desc**	**Failure Code**	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
[redacted]	Tires cross switch ; Side to side	LM	LEADS RIGHT						[redacted]

RO Narratives

(RO) Customer Concern:

Moved to: [redacted] Line: A Recall / [redacted] [Safety Recall [redacted]-Intake Air Grid Heater Relay **] CUSTOMER STATES VEHICLE PULLS TO THE RIGHT. THERE MIGHT BE AN ISSUE WITH THE FRONT SUSPENSION. CHECK AND ADVISE Moved to: [redacted]C Line: B *[redacted] Fuel Filter MULTI POINT INSPECTION

(RO) Cause:

B TEST DROVE AND INSPECTED. FOUND PULL/DRIFT TO THE RIGHT. LIFTED VEHCILE AND INSPECTED STEERING AND SUSEPNSION. FOUND NO SLACK OR CONCERNS WITH FRONTEND. MAINTENANCE

(RO) Correction:

[redacted] MAINTENANCE 90 REPLACED [redacted] FUELFILTERS Moved to: [redacted] Line: A SPLIT RO - DON'T USE [redacted] ORDERED PARTS Recall / CSN 1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] RECALL 1 [redacted] TEST DROVE AND INSPECTED. FOUNDPULL/DRIFT TO THE RIGHT. LIFTED VEHCILE ANDINSPECTED STEERING AND SUSEPNSION. FOUND NOSLACK OR CONCERNS WITH FRONTEND. 50 ROTATEDFRONT TIRES AND TEST DROVE OK. CENTEREDSTEERING [redacted] ADVISED CUSTOMER. Q/C TJ STEERING/SUSPENSION Moved to: [redacted] Line: B SPLIT RO - DON'T USE [redacted] MAINTENANCE 90 REPLACED [redacted] FUELFILTERS[redacted] Fuel Filter REPLACE [redacted] FUEL FILTERS MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE PULLS TO THE RIGHT. THERE MIGHT BE AN ISSUE WITH THE FRONT SUSPENSION. CHECK AND ADVISE

(Claim) Cause:

TEST DROVE AND INSPECTED. FOUND PULL/DRIFT TO THE RIGHT. LIFTED VEHCILE AND I NSPECTED STEERING AND SUSEPNSION. FOUND NO SLACK OR CONCERNS WITH FRONTEND

(Claim) Correction:

ROTATED FRONT TIRES AND TEST DROVE OK. CENTERED STEERING [redacted] ADVISED C USTOMER. Q/C TJ

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

Condition	[redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	[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]	COOLER	1		222.17	$26.59
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]			[redacted]	COOLER	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN Customer States vehicle is still shifting hard when going from park to drive and also will not shift past [redacted] MISC P OP CODES MISC P OP CODES

(RO) Cause:

E

(RO) Correction:

GENERAL [redacted] truck came with a delayed shiftfrom 1-2 and [redacted] pulled pan and found metaldebries and transmission fluid was burntthere is a problem with one of the clutchesremove and replace transmission andtransmission oil cooler GENERAL CONCERN MISC P OP CODES MISC P OP CODES

(RO) Technical Notes:

INTERNAL CLUTCH FAILURE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IS STILL SHIFTING HARD WHEN GOING FROM PARK TO DRIVE A ND ALSO WILL NOT SHIFT PAST [redacted]

(Claim) Cause:

TRUCK CAME WITH A DELAYED SHIFT FROM 1-2 AND [redacted] PULLED PAN AND FOUND METAL DEBRIES AND TRANSMISSION FLUID WAS BURNT THERE IS A PROBLEM WITH [redacted] OF THE CLUTCHES

(Claim) Correction:

REMOVE AND REPLACE TRANSMISSION AND TRANSMISSION OIL COOLER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28R81 - RAM 3500 LONGHORN 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]	***Sublet***	[redacted]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	SHERIDAN MOTOR INC	[redacted]	
Address	1858 COFFEEN AVE , SHERIDAN, WY 82801				

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	49.11	$38.92 [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) [Please fill with def]

(RO) Cause:

Safety Recall [redacted]- Intake Air Grid Heater Relay

(RO) Correction:

[redacted] Recall / Customer Satisfaction Notification1 RECALL - - - Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION -CHECKLIST FORM - -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP0L94 - RAM [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

C[redacted]	[redacted]	[redacted]	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 [redacted]	$24.24

RO Narratives

(RO) Customer Concern:

DIAGNOSE CUSTOMER CONCERN PERFORM FACTORY RECALL GENERAL CONCERN

(RO) Cause:

[redacted] - Verified customer concern, found vehicle only

(RO) Correction:

[redacted] UC; [redacted] UC; [redacted] UC; [redacted] UC [redacted] UC [redacted] UC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE IN [redacted] OR 4H [redacted] IGH

(Claim) Cause:

[redacted] AISIN TRANSMISSION VERIFIED CUSTOMER CONCERN, FOUND VEHICLE ONLY SH IFTING IN [redacted]. OPENED STAR CASE #[redacted]. STAR RECOMMENDS REPLACING TRANSFER CASE DUE TO BEING STUCK IN LOW

(Claim) Correction:

REPLACED K1 CLUTCH INPUT SHAFT ASSEMBLY REMOVED AND REPLACED VEHICLE TRANSFER CASE. TEST DR OVE VEHICLE AND VERIFIED VEHICLE NOW FUNCTIONS AS D ESIGNED

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	$4,315.08	Part	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
Address	, ,		

Condition Information

Condition [redacted]		[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] 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]	GREASE	1		49.91	$145.44
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] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SNAP RING	1		8.75	$145.44
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[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		[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			[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			[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]	HUB	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 ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
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]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	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]	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]	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	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]	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]	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]	SNAP 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]	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]	[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			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]	BEARING	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]	HUB	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 ; 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]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch	ZZ	SERVICE ACTION	[redacted]	BOLT	4		23.24	$557.52

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

		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		[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]	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]
B	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

DIAGNOSE CUSTOMER CONCERN PERFORM FACTORY RECALL GENERAL CONCERN

(RO) Cause:

[redacted] - Verified customer concern, found vehicle only

(RO) Correction:

UC - UC; UC - UC; UC - UC; UC - UC UC - UC UC - UC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE IN [redacted] OR 4H [redacted] IGH

(Claim) Cause:

[redacted] AISIN TRANSMISSION VERIFIED CUSTOMER CONCERN, FOUND VEHICLE ONLY SH IFTING IN 4LOW. OPENED STAR CASE #[redacted]. STAR RECOMMENDS REPLACING TRANSFER CASE DUE TO BEING STUCK IN LOW

(Claim) Correction:

REPLACED K1 CLUTCH INPUT SHAFT ASSEMBLY REMOVED AND REPLACED VEHICLE TRANSFER CASE. TEST DR OVE VEHICLE AND VERIFIED VEHICLE NOW FUNCTIONS AS D ESIGNED

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

Dealer Information

Code	[redacted]	**Name**	FORT [redacted]	DODGE CHRYSLER JEEP		**Zone**	[redacted]
Address	3835 S COLLEGE AVE , FORT [redacted] CO 80525						

Condition Information

Condition [redacted]	[redacted]		**Failure** [redacted]	**Failure Desc**	**Part Number**	[redacted] **Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Module, Telematics Box (TBM) Backup Flash ; [redacted] Telematics Box ([redacted]) - Reprogram	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE RADIO SOMETIMES SAYS SERVICE UCONNECT BOX. PLEASE INS PECT AND ADVISE.

(Claim) Cause:

VERIFIED AT SOME KEY CYCLE RADIO WILL SAY SERVICE U-CONNECT BOX. FOUND TSB: [redacted] STATING TO UPDATE TBM MODULE.

(Claim) Correction:

VERIFIED AT SOME KEY CYCLE RADIO WILL SAY SERVICE U-CONNECT BOX. FOUND TSB: [redacted] STATING TO UPDATE [redacted] MODULE. UPDATED [redacted] FROM [redacted] TO [redacted] AF. CLEARED CODES AND VERIFIED PROPER OPERATION AND REPAIR. LABOR OP [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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]		***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Transmission/Transfer Case/DTCM [redacted]	[redacted]	CONNECTOR LOOSE NOT ATTACHED						[redacted]
[redacted]		Valve Body								[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Radio Free Trial General Concern #1 [CUST STATES CEL ON VEHICLE WILL NOT GO INTO REV AND HEARD A BANG NOISE] Multi-point inspection (according to maintenance interval)

(RO) Cause:

LOOSE CRIMP CONNECTION AT PRESSURE SWITCH ON VALVE BODY MPI

(RO) Correction:

Trial [redacted] TRANSMISSION FLUID PRESSURE LOW|VERIFY TRANSMISSION SLAMS INTO DRIVE & REVERSE GEARS/ DTC IS ACTIVE/ LOAD TEST CIRCUITS [redacted], [redacted], & [redacted] FROM TRANSMISSION SOLENOID CONNECTOR TO TCM/ LOAD TEST PASS/ VERIFY CIRCUITS ARE NOT SHORTED TOGETHER/ REMOVE TRANSMISSION OIL PAN TO INSPECT VALVE BODY & WIRING/ REMOVE & CRIMP PRESSURE SWITCH CONNECTOR TO VERIFY CRIMP IS TIGHT TO SWITCH/ LOAD TESTED & VERIFIED TRANSMISSION INTERNAL HARNESS IS GOOD/ VEHICLE RECENTLY HAD TRANSMISSION K1 SNAP RING RRT PERFORMED AT DIFFERENT DEALERSHIP/ TCM APPEARS TO ALSO HAVE BEEN REPLACED|AFTER TIGHTENING CRIMP CONNECTION AT PRESSURE SWITCH & RE-TESTING DTC WENT STORED & HARSH SHIFT CONDITION IS GONE/ ROAD TEST TO VERIFY REPAIR/ DTC DID NOT RETURN ON ROAD TEST [redacted] PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

(RO) Technical Notes:

[redacted]-TRANSMISSION FLUID PRESSURE LOW

GCS Narratives

(Claim) Customer Concern:

CUST STATES CEL ON VEHICLE WILL NOT GO INTO REV AND HEARD A BANG NOISE

(Claim) Cause:

LOOSE CRIMP CONNECTION AT PRESSURE SWITCH ON VALVE BODY [redacted]-TRANSMISSION FLUID PRESSURE LOW VERIFY TRANSMISSION SLAMS INTO DRIVE & REVERSE GEARS/ DTC IS ACTIVE/ LOAD TEST CIRCUITS [redacted], [redacted], & [redacted] FROM TRANSMISSION SOLENOID CONNECTOR TO TCM/ LOAD TEST PASS/ VERIFY CIRCUITS ARE NOT SHORTED TOGETHER/ REMOVE TRANSMISSION OIL PAN TO INSPECT VALVE BODY & WIRING/ REMOVE & CRIMP PRESSURE SWITCH CONNECTOR TO VERIFY CRIMP IS TIGHT TO SWITCH/ LOAD TESTED & VERIFIED TRANSMISSION INTERNAL HARNESS IS GOOD/ VEHICLE RECENTLY HAD TRANSMISS ION K1 SNAP RING RRT PERFORMED AT DIFFERENT DEALERSHIP/ TCM APPEARS TO ALSO HAVE BEEN REPLACED

(Claim) Correction:

AFTER TIGHTENING CRIMP CONNECTION AT PRESSURE SWITCH & RE-TESTING DTC WENT STO RED & HARSH SHIFT CONDITION IS GONE/ ROAD TEST TO VERIFY REPAIR/ DTC DID NOT RETURN ON ROAD TEST

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**	$1,374.52	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] RAM	**Zone**	7[redacted]
Address	1710 S 1ST STREET , YAKIMA, WA 98901				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SNAP [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	D[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FLUID AFT	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	WASHER	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	D[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	O RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D[redacted]	1		12.18	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	1		134.12	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RETAINER	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	[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]	SEAL RING	4		[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]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	GASKET	1		31.29	$716.18
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	FLUID AFT	2		23.80	$716.18
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	WASHER	2		13.58	$716.18
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	D-RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]	O RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]	[redacted]	1		134.12	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]	RETAINER	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]	GREASE	1		49.91	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]	SEAL RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]D	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	BROKEN OR CRACKED	[redacted]D	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C/AS69RC ; [redacted] equipped			[redacted]	SNAP RING	1		8.75	$148.18
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	D-RING	1		36.54	$148.18
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C/AS69RC ; [redacted] equipped			68244638AA	GASKET	1		31.29	$148.18
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C/AS69RC ; [redacted] equipped			[redacted]D	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	WASHER	2		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019768AA	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	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]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269654AA	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RETAINER	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	[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			68253940AA	SEAL RING	4		[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	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON...ADVISE

(RO) Cause:

INTERNAL FAILURE

(RO) Correction:

[redacted] TEST DROVE VEH VERIFIED CONCERN,INTERNAL ISSUE ON TRANSMISSION STARTED A STARCASE, AS PER STAR CASE REMOVED THETRANSMISSION AND DISASSEMBLED FOUND ISSUEWITH THE CLUTCH PISTON TORN AND CLUTCHRETAINER HAS A ROUGH FINISH. REPLACED PISTONSEALS AND SNAP RING. REPLACED INPUT SHAFTSEALS. REASSEMBLED AND INSTALLEDTRANSMISSION. REMOVE TRANS FOR REPAIRS [redacted] EQUIPPED ADD FOR DEF FLUID OVERHAUL TRANS FRT REMOVE TRANS FOR REPAIRS [redacted] EQUIPPED ADD FOR DEF FLUID OVERHAUL TRANS MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

COMING TO A STOP WILL REV AND NOT MOVE INTERMITTENTLY

(Claim) Cause:

VERIFIED. INTERNAL TRANSMISSION FAIL. REMOVED FOR INSPECTION. K1 SNAP RING NOT DISLODGED. K2 CLUTCH RETAINER IS ROUGH-SCORED. K2 SEAL TORN

(Claim) Correction:

REPLACED K2 CLUTCH RETAINER AND SEAL. REPLACED INPUT SHAFT SEALS. REASSEMBLE A ND INSTALLED TRANS-OK

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	[redacted]		Failure	Failure	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	8		50.88	$132.64
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1124.78	$132.64
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	GREASE	1		54.63	$132.64
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	1		13.03	$132.64
[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]	BOLT	8		[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]	GREASE	1		54.63	$22.11
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		13.03	$22.11
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[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	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]	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]	[redacted]	[redacted]	GREASE	1		54.63	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK HAS NO FORWARD GEARS MAYBE [redacted] REQUESTS PERFORM [redacted] CUSTOMER REQUESTS PERFORM RECALL [redacted] HEATER

(RO) Cause:

VERIFIED DTC [redacted] GEAR [redacted] TRANS HAS NO 1 [redacted] FOUN [redacted] A CUSTOMER REQUESTS PERFORM RECALL [redacted] HEATER

(RO) Correction:

SEE LINE 3 COMPLETED FREE [redacted] INSPECTION REMOVED PTO UNIT AND LINES TO BE ABLE REMOVE [redacted] REMOVED TRANSFER CASE AND [redacted] DISSEMBLIED REPLACED [redacted] CLUTCH KIT REPLACED INPUT SHAFT ASSEMBLY REPLACED SUB ASSEMBLY AND REASSEMBLIED REINSTALLED TRANS AND TRANSFER CASE AND PTO AND PTO HYDRO LINES TOPPED OFF WITH FLUIDS AND ROAD TESTED [redacted] PTO PUNCH TIME REMOVE AND INSTALL Replace Relay, Intake Air Heater [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUESTS PERFORM [redacted]

(Claim) Cause:

VERIFIED DTC [redacted] GEAR 1 SHIFT RATIO TRANS HAS NO 1 [redacted] FOUN [redacted] A

(Claim) Correction:

REMOVED PTO UNIT AND LINES TO BE ABLE REMOVE [redacted] REMOVED TRANSFER CAS E AND [redacted] DISSEMBLIED REPLACED K1 CLUTCH KIT REPLACED INPUT SHAFT ASS EMBLY REPLACED SUB ASSEMBLY AND REASSEMBLIED REINSTALLED TRANS AND TRANS FER CASE AND PTO AND PTO HYDRO LINES TOPPED OFF WITH FLUIDS AND ROAD TESTE [redacted] PTO PUNCH TI ME REMOVE AND INSTALL

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK HAS NO FORWARD GEARS MAYBE [redacted] REQUESTS PERFORM [redacted]
CUSTOMER REQUESTS PERFORM RECALL [redacted] HEATER

(RO) Cause:

VERIFIED DTC [redacted] RATIO TRANS HAS NO 1 [redacted] FOUN [redacted] A
CUSTOMER REQUESTS PERFORM RECALL [redacted] HEATER

(RO) Correction:

SEE LINE 3 COMPLETED FREE [redacted] INSPECTION REMOVED PTO UNIT AND LINES TO BE ABLE REMOVE TRANS UNIT REMOVED TRANSFER CASE AND TRANS UNIT DISSEMBLIED REPLACED [redacted] CLUTCH KIT REPLACED INPUT SHAFT ASSEMBLY REPLACED SUB ASSEMBLY AND REASSEMBLIED REINSTALLED TRANS AND TRANSFER CASE AND PTO AND PTO HYDRO LINES TOPPED OFF WITH FLUIDS AND ROAD TESTED [redacted] PTO PUNCH TIME REMOVE AND INSTALL Replace Relay, Intake Air Heater [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUESTS PERFORM [redacted]

(Claim) Cause:

VERIFIED DTC [redacted] 1 SHIFT RATIO TRANS HAS NO 1 [redacted]

(Claim) Correction:

REMOVED PTO UNIT AND LINES TO BE ABLE REMOVE TRANS UNIT REMOVED TRANSFER CAS E AND TRANS UNIT DISSEMBLIED REPLACED K1 CLUTCH KIT REPLACED INPUT SHAFT ASS EMBLY REPLACED SUB ASSEMBLY AND REASSEMBLIED REINSTALLED TRANS AND TRANS FER CASE AND PTO AND PTO HYDRO LINES TOPPED OFF WITH FLUIDS AND ROAD TEST

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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Sensor, wheel speed- Anti-lock brakes ; rear - left - Cab Chassis only	ML	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted] Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SENSOR	1	X	173.01	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CEL ON PERFORM MULTIPOINT INSPECTION check for any open recalls and RRT's

(RO) Cause:

[redacted]

(RO) Correction:

REPLACED LEFT REAR SENSOR. CLEARED [redacted]S AND TEST DROVE. MONITORED THE ABS DATA AND ALL SENSOR ARE RERADING NORMAL. COMPLETED MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL ON

(Claim) Cause:

PREVIOUS INSPECTED AND VERIFIED [redacted] [redacted] SET, VERIFIED CORRECT TIRE SIZE AND PRESSURES, REMOVED SPEED SENSOR AND INSPECTED SENSOR AND TONE RING IN AXLE, OHMED HARNESS WITH METER WAS BELOW [redacted], WILL NEED LEFT REAR WHEEL SPEED S ENSOR, SPECIAL ORDERED

(Claim) Correction:

REPLACED LEFT REAR WHEEL SPEED SENSOR, CLEARED CODES AND TEST DROVE, MONITORED ABS DATA AND ALL [redacted] READING NORMAL, TEST DROVE TO VERIFY OPERATION

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**	$1,493.69	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

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 ; equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	6		[redacted]	
A	[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]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	8		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	8		103.66	$174.95
[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]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	9		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	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]	FLUID AFT	8		[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 ; Two piece 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	9		[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]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]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		21.95	[redacted]
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		37.96	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	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	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]	
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] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] FOUND K1 CLUTCH SNAP RING FAILURE [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOME STATES WAS DRIVING AND A CLUNK AND THEN NO FORWARD MOVEMENT AFTER THAT . STATES VEHICLE STILL HAS REVERSE AND IN 4-LOW SOMETIMES IT WILL CATCH AND BE ABLE TO ACHEIVE SOME FORWARD MOVEMENT.

(Claim) Cause:

TECH INSPECTED AND FOUND K1 CLUTCH SNAP RING FAILURE

(Claim) Correction:

TECH REMOVED THE FRONT AND REAR DRIVE SHAFTS REMOVED REMOVED THE TORQUE CONVER TER BOLTS AND REMOVED THE TRANSFER CASE WITH DEF TANK REMOVED THE TRANSMISSI ON AND DRAINED FLUID REMOVED CONVERTER AND FOUND THE K1 SNAP RING CAME OUT R EMOVED AND REPLACED THE INPUT AND REINSTALLED NEW INPUT AND PUMP SEALS AND C HECKED THE END PLAY WIT HEN SPEC REINSTALLED TRANSMISSION AND REINSTALLED T CASE CONVERTER BOLTS USED NEW BOLTS FOR FRONT AND REAR DRIVE SHAFTS VEHICLE HAS [redacted] PROP SHAFT REINSTALLED THE SKID PLATE

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 [redacted]	[redacted]	Failure [redacted]	Failure [redacted]	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		30.70	$91.37
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		141.49	$91.37
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] RING	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	BOLT	4		30.70	$182.74
[redacted]	Transmission, Remove and install for recondition [redacted] ; equipped			[redacted]	BOLT	[redacted]			
[redacted]	Transmission, Remove and install for recondition [redacted] ; equipped			[redacted]	FLUID AFT	9		141.49	$182.74
[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	FLUID AFT	4		62.88	$182.74
[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted]	1	X	1357.53	$182.74
[redacted]	Transmission, Remove and install for recondition [redacted] ; equipped			[redacted]	[redacted] RING	[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]	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]	CLUTCHKIT	1	X	[redacted]	[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 ; [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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[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 ; 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]	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]	FLUID [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]	FLUID [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]	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]	SEAL RING	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4			
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		30.70	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID [redacted]	9		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID [redacted]	4		62.88	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	SEAL RING	4		[redacted]	
A	95400140	Loaner Car ; Competitive Vehicles			[redacted]	BOLT	6		26.63	[redacted]
A	95400140	Loaner Car ; Competitive Vehicles			[redacted]	BOLT	4		[redacted]	
A	95400140	Loaner Car ; Competitive Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	95400140	Loaner Car ; Competitive Vehicles			[redacted]	FLUID [redacted]	[redacted]		[redacted]	
A	95400140	Loaner Car ; Competitive Vehicles			[redacted]	FLUID [redacted]	[redacted]		[redacted]	
A	95400140	Loaner Car ; Competitive Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	95400140	Loaner Car ; Competitive Vehicles			[redacted]	SEAL RING	4		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUST. STATES MALFUNCTION INDICATOR LAMP IS ON PERFORM FULL VEHICLE INSPECTION. [redacted] INSPECTION. LOANER VEHICLE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

ORDER [redacted]

GCS Narratives

(Claim) Customer Concern:

CUST. STATES MALFUNCTION INDICATOR LAMP IS ON

(Claim) Cause:

[redacted] 1 SHIFT INCORRECT RATIO. VEHICLE WILL NOT MOVE IN FORWARD GEAR S. CHECKED AND FOUND TSB [redacted] REV. A RELATED TO CONCERN. REMOVED TR ANSMISSION AND DISASSEMBLED FOR INSPECTION. FOUND K1 CLUTCH SNAP RING DI SLODGED AND LAYING IN DRUM. ORDERED REPAIR KIT.

(Claim) Correction:

INSTALLED K1 REPAIR KIT INTO TRANS AND REASSEMBLED. SET END PLAY WITH SHIM KI T. REFILLED WITH NEW FLUID AND PERFORMED TRANS QUICK- LEARN. ROAD TESTED VEHICLE, NO MIL'S COMING ON AND VEHICLE OPERATING AS DESIGNED. VEHICLE IS [redacted] AND DEF EQUIPPED WITH [redacted] DRIVESHAFT AND TRANSFER CASE SKID PLATE

Warranty Claim Report

Vehicle Information

[redacted]	[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**	LITHIA DODGE OF TRI-CITIES INC	**Zone**	7[redacted]
Address	7171 WEST CANAL STREET , KENNEWICK, WA 99336				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense [redacted]
A	[redacted]	Radio Systems	[redacted]	CIRCUIT OPEN						

RO Narratives

(RO) Customer Concern:

CORRECTION REPAIR ORDER FOR [redacted]. DIAG ON THE UCONNECT SYSTEM.

(RO) Cause:

NA

(RO) Correction:

CORRECTION REPAIR ORDER FOR A PREVIOUS REPAIR ORDER THAT WAS CLOSED INCORRECTLY IN CDK. SEE HISTORY.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CORRECTION REPAIR ORDER FOR [redacted]. DIAG ON THE UCONNECT SYSTEM. CRO CORRE CTION REPAIR ORDER FOR A PREVIOUS REPAIR ORDER THAT WAS CLOSED INCORRECTLY IN CDK.

(Claim) Cause:

WHEN PERFORMING SOME RECALLS ON VEHICLE I NOTICED RADIO WOULD CONSTANTLY SAY UCONNECT BOX REQUIRES SERVICE EVERY IGNITION CYCLE. I STARTED TO DIAGNOSE THI S ISSUE AND DID THE USUAL THINGS THAT GET RID OF IT SUCH AS CLEARING CODES AN D MAKING SURE THERE IS NO UPDATES TO RADIO. AFTER NO CHANGE, I LOOKED UP ON S ERVICE LIBRARY WHAT TO DO AND THERE IS A STAR CASE NUMBER [redacted] THAT I FOLLOWED. I MADE SURE THERE WAS NO CODES THEN I WENT ON A 20 MILE TEST DRIVE THEN LEFT IGNITION ON FOR ANOTHER 20 [redacted] AND VEHICLE SITTING OUTSIDE. I C YCLED IGNITION ATLEAST [redacted] AND NO CHANGE. AT THIS POINT I OPENED [redacted] CAS E WITH STAR - CASE ID [redacted].

(Claim) Correction:

WITH THE HELP OF MY STAR CASE PERSON DAVE I PERFORMED MULTIPLE THINGS TO COME TO THE SOLUTION[redacted]T I CHECKED IF THE RADIO AND TBM2 WERE [redacted] LOCKED AND R ADIO WAS NOT SO I PERFORMED TSB 08-194-22, WENT THROUGH [redacted] STEPS AND [redacted] LOCKED RADIO. AFTER THIS THERE WAS NO CHANGE SO I WAS TOLD TO CHEC THE MSISDN NUMBER AND IT WAS BLANK. IT SHOULD NOT HAVE BEEN SO I THEN I HAD TO FILL OUT A FORM FROM CONNECTED SERVICED WHICH INCLUDED USING THE ASSIST AND [redacted] APP, HOWEVER IT KEPT COMING UP WITH ERROR MESSAGES AND ON SOME SCREENS EVEN FROZE. SO I TRIED FOR AWHILE TRYING TO GET THIS FORM FILLED OUT FOR DAVE AND IN TH E END I WAS NOT ABLE TO COMPLETE ANY OF IT WHICH LATER I FOUND OUT WAS BECAUS E OF THE SAME ISSUE. SO THEN DAVE MADE A IT TICKET SINCE NOTHING WAS WORKING AND THEN I WAS TOLD TO LEAVE VEHICLE OUTSIDE RUNNING FOR [redacted] WHICH IS WHAT I DID AT THE BEGINNING AND FINALLY AFTER [redacted] OF RUNNING THE TRUC K POPULATED THE MSISDN NUMBER AND THE UCONNECT REQUIRE SERVICE MESSAGE WAS GO NE AND THE ASSIST AND [redacted] APPS WERE WORKING

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	Name	[redacted]	[redacted]	[redacted]
Address	3137 S KANSAS AVE , TOPEKA, KS 66611				

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]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68637534AA	[redacted] T	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GREASE	1		62.65	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	1		8.52	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				SEAL RING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		134.45	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C/AS69RC ; Two piece propeller shaft equipped			[redacted]	[redacted]			25.31	$24.22
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C/AS69RC ; Two piece propeller shaft equipped			68637534AA	[redacted] T	1	X	[redacted]	$24.22

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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		7.21	$24.22
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] 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		43.76	[redacted]
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]	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]	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]	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	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]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GOINTO DRIVE,CHECK AND ADVISE BRIGGS WORLD CLASS MULTI-POINT INSPECTION RECALL [redacted]

(RO) Cause:

TRANSMISSION SNAP RING

(RO) Correction:

[redacted] CONFIRMED CUSTOMER'S CONCERN ANDFOUN[redacted] [redacted] AND VEHICLE TO NOT MOVEFORWARD, INSPECTED AND FOUND SERVICE BULLETIN[redacted] FOR CONCERN, REMOVED TRANSMISSIONPER SERVICE INFORMATION AND, TORE DOWN ANDFOUND K1 SNAP RING TO BE DISLODGED, REPLACEDK1 CLUTCH ASSEMBLY PER SERVICE BULLETIN,RE-ASSEMBLED, FILLED TRANSMISSION, PERFORMEDQUICK LEARN, TESTED AND FOUND NO FURTHERPROBLEMS Transmission, Remove and install for recondition -[redacted] Transmission, Remove and install for recondition -[redacted] Transmission, Remove and install for recondition -[redacted] Transmission, Remove and install for recondition -[redacted] Transmission, Remove and install for recondition -[redacted] Transmission, Remove and install for recondition - [redacted] BRIGGS WORLD CLASS MULTI-POINT INSPECTION RECALL ON ORDER DID NOT PERFORM SERVICE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GO INTO DRIVE

(Claim) Cause:

CONFIRMED CUSTOMER'S CONCERN AND FOUND [redacted] [redacted] AND VEHICLE TO NOT MOVE FORW ARD, INSPECTED AND FOUND SERVICE BULLETIN [redacted] FOR CONCERN,

(Claim) Correction:

REMOVED TRANSMISSION PER SERVICE INFORMATION AND, TORE DOWN AND FOUND K1 SNAP RING TO BE DISLODGED, REPLACED K1 CLUTCH ASSEMBLY PER SERVICE BULLETIN, RE- ASSEMBLED, FILLED TRANSMISSION, PERFORMED QUICK LEARN, TESTED AND FOUND NO FU RTHER PROBLEMS

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	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] -DODGE & JEEP
Zone	[redacted]		
Address	1655 SOUTH GARFIELD AVE , TRAVERSE CITY, MI 49686		

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Safety Recall 13A - [redacted] Air Grid Heater Relay		UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	50.86	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	RELAY	1	X	50.86	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted]	CAB 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 [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	43.96	$36.62 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RECALL [redacted] PERFORM [redacted] PERFORM [redacted] CHECK AND INFLATE TIRES TO PROPER PSI

(RO) Cause:

Replace Relay, Intake Air Heater [redacted] -RT Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction) 2 - Automatic Transmission NOT PERFORMING CAMPAIGN AT THIS TIME. CHECK AND INFLATE TIRES TO PROPER PSI

(RO) Correction:

Replace Relay, Intake Air Heater [redacted] -RT Module, Transmission Control (TCM) - Inspect and Reprogram (0 - Introduction) 2 - Automatic Transmission Flashing from current part number [redacted] targeted part number [redacted]. NOT PERFORMING CAMPAIGN AT THIS TIME. CHECK AND INFLATE TIRES TO PROPER PSI

(RO) Technical Notes:

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] ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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]			***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	[redacted] ***Expense***
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RECALL [redacted] PERFORM [redacted] PERFORM [redacted] CHECK AND INFLATE TIRES TO PROPER PSI

(RO) Cause:

Replace Relay, Intake Air Heater [redacted] RT Module, Transmission Control ([redacted]) - Inspect and Reprogram (0 - Introduction) 2 - Automatic Transmission NOT PERFORMING CAMPAIGN AT THIS TIME. CHECK AND INFLATE TIRES TO PROPER PSI

(RO) Correction:

Replace Relay, Intake Air Heater [redacted] RT Module, Transmission Control ([redacted]) - Inspect and Reprogram (0 - Introduction) 2 - Automatic Transmission Flashing from current part number [redacted] targeted part number [redacted]. NOT PERFORMING CAMPAIGN AT THIS TIME. CHECK AND INFLATE TIRES TO PROPER PSI

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP5L94 - RAM [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***	[redacted]	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	57.95	$27.04 [redacted]

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) [redacted] Ram Heavy Duty Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) (Replace [redacted] fuel filters) CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS

(RO) Cause:

FACTORY RECALL

(RO) Correction:

SERVICE COMPLETE PERFORM RECALL AS REQUIRED RECALL COMPLETED SERVICE COMPLETE COMPLETED-SEE ATTACHED COPY

(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 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

(Oil Change 5 [redacted] T) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) PERFORM MPI AND VIDEO MULIPOINT INSPECTION

(RO) Cause:

SOP

(RO) Correction:

CHANGE OIL AND FILTER ORDERED PART PREFORMED MPI AND VIDEO INSPECTION, SENT VIDEO THROUGH T2D

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmitter, Integrated Key FOB ; Transmitter - keyless ignition - one or all	UP	UNABLE TO PROGRAM	[redacted]	TRANSMITT	1	X	173.55	$25.32
B	21002700	Transmission, Replace - automatic			[redacted]	TRANSMISS	1	X	[redacted]	$227.92
B	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
C	22140102	Sensor, low tire pressure ; One	48	GROUNDED OR SHORTED	[redacted]	SENSOR	1	X	52.33	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES [redacted] FOB WILL NOT [redacted] T VEHICLE AND GETS MESSAGE FOR KEY FOB NOT FOUND CUSTOMER STATES ON COLD [redacted] T [redacted] OR [redacted] HAS A DELAYED OR HARSH SHIFT AND WORSE WHEN PULLING TRAILER CUSTOMER STATES INTERMITTENTLY RADIO GOES BLACK SOMETIMES WILL NOTBACK TO HOME AND NAVIGATION SOMETIMES WILL REVERSE DIRECTION 6.26.23 [redacted] CUSTOMER ADDED CONCERN SM VERIFIED AND ADDED LINE TO ADDRESS CUSTOMER STATES TIRE PSIWAS NOT WORKING DID NOT TELL THEM WHEN TIRE WAS FLAT

(RO) Cause:

. . . .

(RO) Correction:

[redacted] FOUND KEY FOB FAILED. ordered newfob Transmitter, Integrated Key FOB - Test and Replace Transmitter - keyless ignition - one orall (0 - Low Skilled) [redacted] INSPECTED AND FOUND TRANSMISSIONHAD A HARS [redacted] FLUID WAS AT CORRECTLEVEL AND IN GOOD CONDITION. CONTACTED [redacted] /CASE [redacted] . [redacted] ADVISED REMO [redacted] GTRANSMISSION

AND LOOKING AT THE K1 CLUTCHSNAP RING. ALL CHECKED GOOD. [redacted] ADVISED TOREPLACED TRANSMISSION ASSEMBLY. REMOVED,REPLACED, FILLED WITH FLUID, PROGRAMMED ANDTEST DROVE. TRANSMISSION SHIFTS GOOD NOW. Transmission, Replace - automatic - Replace [redacted] (3 - HighlySkilled) RENTAL [redacted] MISC. SHOP CHARGE[redacted] UPDATE WILL BE RELEASED TO CORRECTCONCERN. ENGINE TUNE AND PERFORMANCE DIAGNOSIS [redacted] 40 TIRE PRESSURE SENSOR REPLACED Sensor, low tire pressure- Replace One (1 - Semi-Skilled)

(RO) Technical Notes:

HARSH SHIFT [redacted] DOWN TO CHECK K1 SNAP RING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ON COLD [redacted]T [redacted] OR [redacted] HAS A DELAYED OR HARSH SHIFT AND CUSTOMER STATES [redacted] FOB WILL NOT [redacted]T VEHICLE AND GETS MESSAGE FOR KEY FOB [redacted] CUSTOMER ADDED CONCERN SM VERIFIED AND ADDED LINE TO ADDRESS CU WORSE WHEN PULLING TRAILER NOT FOUND STOMER STATES TIRE PSI WAS NOT WORKING DID NOT TELL THEM WHEN TIRE WAS FLAT

(Claim) Cause:

COULD NOT PROGRAM TO VEHICLE FOUND RIGHT FRONT TIRE SENSOR NOT READING INTERAL FAULT INTERNAL FAULT

(Claim) Correction:

FOUND KEY FOB FAILED. REPLACED KEY FOB AND PROGRAMMED. INSPECTED AND FOUND TRANSMISSION HAD A HARSH [redacted]. FLUID WAS AT CORRECT L TIRE PRESSURE SENSOR FAILED. REPLACED TIRE PRESSURE SENSOR. EVEL AND IN GOOD CONDITION. CONTACTED [redacted]Y CASE [redacted]. [redacted] ADVISED RE MOVING TRANSMISSION AND LOOKING AT THE K1 CLUTCH SNAP RING. ALL CHECKED GOOD . [redacted] ADVISED TO REPLACED TRANSMISSION ASSEMBLY. REMOVED, REPLACED, FILLED WITH FLUID, PROGRAMMED AND TEST DROVE. TRANSMISSION SHIFTS GOOD NOW.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	70 [redacted]
Address	1724 HILTON DR , ST GEORGE, UT 84770				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							[redacted]

RO Narratives

(RO) Customer Concern:

DRIVEABILITY PERFORM OPEN RECALL # DIAGNOSTIC MISC. OPERATIONS MISC. OPERATIONS MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATESHEARS A CLUNKING NOISE WHEN LETTING UP ON THROTTLE THEN ACCELER ATING

(Claim) Cause:

SCANNED VEHICLE NO CODES. CHECKED FLUID LEVEL AND CONDITION. FLUID OK. CHECKE D FOR SERVICE BULLETINS AND SOFTWARE UPDATES. NONE FOUND.

(Claim) Correction:

RESET TCM AND PERFORMED QUICK LEARN AND DRIVE LEARN. AFTER RELEARN TRANS SHIFT ED NORMAL AND SMOOTH.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

Exterior Concern [Customer States engine light came on] General Concern #1 [Customer Statescheck deff see dealer light on] General Concern #2 [Customer Statestpms system not reading front righttire] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval)

(RO) Cause:

[redacted] DPF REGEN FREQUENCY REFER TO LINE A CUSTOMER HAD NEW TIRES PUT ON PART ON ORDER

(RO) Correction:

[redacted] DPF REGEN FREQUENCY 40 [redacted] DPF PERFORMANCE CODES LOR[redacted] REPROGRAMMED PCM [redacted] / CUSTOMER ALSO NEEDED TO CHANGEFUEL FILTERS, DECLINED TO DO IT HERE. SAYS HEDOES HIS OWN SERVICING. RELEASED VEHICLE TOCUSTOMER. Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) - Reprogram ([redacted] Transmission) (0 - Low Skilled) [redacted] REFER TO LINE A REFER TO LINE A FOR CORRECTION FOR THE CONCERN SEE TECH STORY [redacted] CUSTOMER HAD NEW TIRES PUT ONRE-LEARNED TPMS SENSOR LOCATIONS AND CODES RE-PROGRAMED TPMS SENSORS NEEDS BRIEF REPAIR DESCRIPTION [redacted] PART ON ORDER PART SPECIAL ORDERED FOR CUSTOMER MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE LIGHT CAME ON

(Claim) Cause:

CODE [redacted] DPF REGEN FREQUENCY

(Claim) Correction:

[redacted] DPF PERFORMANCE CODES LOP[redacted] REPROGRAMMED PCM [redacted] TO [redacted] / CUSTOMER ALSO NEEDED TO CHANGE FUEL FILTERS, DECLINED TO DO IT HERE. SAYS HE DOES HIS OWN SERVICING. RELEASED VEHICLE TO CUSTOMER.

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	$3,102.58	Part	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
Address	90-100 ROUTE 1 , AVENEL, NJ 07001		

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]; equipped			[redacted]	SNAP [redacted]	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C; equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C; equipped			68253940AA	[redacted]	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C; equipped			[redacted]	O-[redacted]	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C; equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]; equipped			[redacted]	FLUID AFT	8		123.69	$190.96
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]; equipped			[redacted]	BOLT	4		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C; equipped			[redacted]	GREASE	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C; equipped			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]; equipped			[redacted]	WASHER	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]C; equipped			68269552AA	[redacted]	1		24.83	$190.96

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]	ADHESIVE	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 ; Skid plate equipped			[redacted]	SNAP RING	1	X	[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	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]	
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]	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]	D-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]	D-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]	ADHESIVE	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 ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1	X	[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted] RING	4		[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]	FLUID AFT	8		[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			68019768AA	D-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			68269552AA	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	ADHESIVE	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 ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	11.37	$700.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted] RING	1		7.46	$700.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted] RING	4		52.02	$700.17
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]	FLUID AFT	8		123.69	$700.17
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		64.84	$700.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	D-RING	1		17.46	$700.17
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		8.82	$700.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	D-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]	ADHESIVE	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	6		[redacted]	
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
B	[redacted]	Valve Body ; Valve body - Replace - [redacted] AS66RC[redacted]C (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BODY ASSY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) [redacted] TRANSMISSION [redacted]S 1-4 INOP [redacted] CUST STATES VEHICLE WILL NOT MOVE IN FORWARD [redacted] CUST STATES CHECK ENGINE LIGHT ON

(RO) Cause:

INSPECTION RRT Verified concern. Found no vehicle will not move in drive. Checked for codes. Found code [redacted] in pcm. Checked fluid level and condition. Found transmission fluid full and clean. Followed service bulletin [redacted] for diag and repair info. R+I transmission for inspection. R+I trans pump and [redacted] and K2 clutch assembly. Found [redacted] snap ring dislodged. Replaced [redacted] snap ring and retested. Found transmission moves but slips in [redacted] and [redacted] and has Harsh engagement. Contacted hotline (case#

[redacted]). Was told to replaced valve body and air test all clutches. R+I transmission pan and valve body. Air tested all clutches. Found no leaks in any clutches during air test. Replaced valve body and retsted. Found transmission engages and shifts normal. Related to [redacted].

(RO) Correction:

COMPLETED WORLD CLASS INSPECTION SEE COPY SEE [redacted] FOR REPAIRS Replaced [redacted] ring and valve body. Road tested to verify repair. See [redacted] for details.

(RO) Technical Notes:

SLIPS IN 1-2 AND [redacted], HARSH ENGAGEMENT

GCS Narratives

(Claim) Customer Concern:

CUST [redacted] VEHICLE WILL NOT MOVE IN [redacted] CUST [redacted] VEHICLE WILL NOT MOVE IN [redacted]
CUST [redacted] VEHICLE WILL NOT MOVE IN [redacted] CUST [redacted] VEHICLE WILL NOT MOVE IN [redacted]

(Claim) Cause:

Verified concern. Found no vehicle will not move in drive. Checked for codes. Verified concern. Found no vehicle will not move in drive. Checked for codes. Verified concern. Found no vehicle will not move in drive. Checked for codes. Verified concern. Found no vehicle will not move in drive. Checked for codes. Verified concern. Found no vehicle will not move in drive. Checked for codes.

(Claim) Correction:

Replaced [redacted] o ring and valve body. Road tested to verify repair. Replaced [redacted] ring and valve body. Road tested to verify repair.
Replaced [redacted] o ring and valve body. Road tested to verify repair. Replaced [redacted] ring and valve body. Road tested to verify repair.
Replaced [redacted] o ring and valve body. Road tested to verify repair. Replaced [redacted] ring and valve body. Road tested to verify repair.

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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***	32
Address	481 ROUTE 46 & NAUGHTRIGHT ROAD , BUDD LAKE, NJ 07828				

Condition Information

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

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	BRIGGS DODGE	[redacted]	[redacted]
Address	3137 S KANSAS AVE , TOPEKA, KS 66611				

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure	[redacted]	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Axle Head assembly ; Axle Head assembly	[redacted]	HOUSING	[redacted]	HEAD	1	X	1469.27	[redacted]
[redacted]		Axle Head assembly ; Axle Head assembly	[redacted]	HOUSING LEAKS	[redacted]	LUBRICANT	4		[redacted]	[redacted]
[redacted]		Axle Head assembly ; Axle Head assembly	[redacted]	HOUSING	[redacted]	O RING	2		[redacted]	
[redacted]		Axle Head assembly ; Axle Head assembly	[redacted]	HOUSING LEAKS	[redacted]	GASKET	1		[redacted]	
B	21000A62	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1290.01	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		7.21	[redacted]
B	21000A62	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	WASHER	1		8.52	[redacted]
B	21000A62	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		134.45	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		44.82	[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 ; [redacted] propeller shaft equipped			[redacted]	[redacted]	4		[redacted]	
B	21000A62	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	4		[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]	CLUTCHKIT	1	X	1290.01	[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		10.98	[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]	
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		8.52	[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]	FLUID AFT	9		[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]	FLUID AFT	3		[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	6		[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]		4		[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]		4		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE REAR END IS HOWLING AND GRINDING AND CLUNKING- METAL SHAVINGS IN REAR END FOUND BYHOYTS TRUCK CENTER- DIAGNOSE REAR END ISSUE Multi-point inspection (according to maintenance interval) CUSTOMER STATES TRANSMISSION WILL NOT ENGAGE INTO DRIVE AFTER RECEIVING VEHICLE

(RO) Cause:

REAR HEAD AXLE TRANSMISSION CLUTCH SNAP RING

(RO) Correction:

[redacted] CONFIRMED CUSTOMER'S CONCERN ANDFOUND REAR DIFFERENTIAL TO BE NOISY WHENLOADED AND ON THROTTLE, DIAGNOSED AND FOUNDREAR RING GEAR AND PINION TO BE NOISY,REPLACED AXLE HEAD ASSEMBLY PER SERVICEINFORMATION, TESTED AND FOUND NO FURTHERPROBLEMS. Axle Head assembly-Axle Head assembly [redacted] PERFORMED INSPECTON Multi-point inspection (according to maintenanceinterval) BRIGGS WORLD CLASS MULTI-POINT INSPECTION [redacted] CONFIRMED CUSTOMER'S CONCERN ANDFOUND NO ENGAGEMENT INTO [redacted] OR [redacted] FOUND SERVICE BULLETIN [redacted] FOR CONCERN,REMOVED TRANSMISSION PER SERVICE INFORMATION,TORE DOWN AND FOUND K1 SNAP RING TO BEDISLODGED, REPLACED [redacted] CLUTCH ASSEMBLY PERSERVICE BULLETIN, REASSEMBLED PER SERVICEINFORMATION, TESTED AND FOUND NO FURTHERPROBLEMS, Transmission, Remove and install for recondition - AS68RC/ Transmission, Remove and install for recondition -AS68RC/

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE REAR END IS HOWLING AND GRINDING AND CLUNKING METAL SHAVI CUSTOMER STATES TRANSMISSION WILL NOT ENGAGE INTO DRIVE AFTER RECEIVING VEHIC LE NGS IN REAR END FOUND BY HOYTS TRUCK CENTER

(Claim) Cause:

CONFIRMED CUSTOMER'S CONCERN AND FOUND NO ENGAGEMENT INTO [redacted] OR [redacted], CONFIRMED CUSTOMER'S CONCERN AND FOUND REAR DIFFERENTIAL TO BE NOISY WHEN LOA FOUND SERVICE BULLETIN [redacted] FOR CONCERN DED AND ON THROTTLE, DIAGNOSED AND FOUND REAR RING GEAR AND PINION TO BE NOIS Y

(Claim) Correction:

REMOVED TRANSMISSION PER SERVICE INFORMATION, TORE DOWN AND FOUND K1 SNAP RING TO BE DISLODGED, REPLACED K1 CLUTCH ASSEMBLY PER SERVICE BULLETIN, REASSEMB REPLACED AXLE HEAD ASSEMBLY PER SERVICE INFORMATION, TESTED AND FOUND NO FURTH ER PROBLEMS LED PER SERVICE INFORMATION, TESTED AND FOUND NO FURTHER PROBLEMS,

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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

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

Condition Information

Condition Code	[redacted]	Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1 [redacted]	X	1521.44	[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]	FLUID AFT	3		214.22	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1 [redacted]	X	[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	3		214.22	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1 [redacted]	X	1521.44	[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]	FLUID AFT	3		214.22	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	[redacted]	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] 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:

WAS DRIVING ON THE FREEWAY WHENT HE RPMS JUMPED [redacted] AND HAD NO FORWARD MOVEM ENT ONLY HAS [redacted] PART TIME AND REVERSE CODES ON.

(Claim) Cause:

VERIFIED CONCERN. HAS NO FORWARD [redacted]S. FOUND DTC [redacted], [redacted]. RECOMMEN D REPLACE K1 CLUTCH ASSEMBLY.

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY AND VERIFIED PROPER OPERATION.

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	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 [redacted]
Address	, ,				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure Code	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)		UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS [redacted] NO FORWARD GEAR TRANSMISSION ISSUE [redacted] T.S.B. FOR INTERNAL TRANSMISSION SNAP RING BROKE REMOVED TRANSMISSION FOUND SNAP RING BROKE REPLACED CLUTCH KIT FILLED FLUID TEST DROVE [redacted] RECALL ZD4 SOFTWARE [redacted] RECALL [redacted] ORDERED ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NO FORWARD GEAR TRANSMISSION

(Claim) Cause:

[redacted] T.S.B FOR INTERNAL TRANSMISSION SNAP RING BROKE

(Claim) Correction:

REMOVED TRANSMISSION FOUND SNAP RING BROKE REPLACED CLUTCH KIT FILLED WITH FLUID TEST DROVE - RETURNED TO CUSTOMER

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]
Address	, ,

Condition Information

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

General Concern #1 [CUSTOMER [redacted] TO [redacted] IS SHORT AND [redacted] TO [redacted] WHINES OUT THEN CLUNKS INTO GEAR] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) REPLACE TRANSMISSION AND TRANSMISSION COOLER

(RO) Cause:

FLASH RECALL

(RO) Correction:

[redacted] FLASH, INTERNAL FAILURE OFTRANSMISSION VERIFIED CONCERN, NO DTCS.FLASHED [redacted] AND PERFORMED QUICKLEARN FORCONCERN. TEST DROVE, TRANSMISSION SLIPS ON2-3 AND [redacted]. OPENED [redacted] CASE AND [redacted] ADVISED TO REMOVE VALVE BODY AND INSPECT FORCLUTCH DAMAGE. REMOVED VALVE BODY, AIR TESTEDCLUTCHES FOR CORRECT OPERATION. REASSEMBLEDVEHICLE TO REMOVE FROM SHOP. FOUND B1 BRAKECLUTCH SEVERELY DAMAGED. UPDATED [redacted] CASEAND [redacted] ADVISED TO REPAIR TRANSMISSION ORREPLACE FOR CUSTOMER SATISFACTION. REPLACEDTRANSMISSION ASSEMBLY AND REPLACEDTRANSMISSION OIL COOLER, REASSEMBLED VEHICLE,FILLED TRANSMISSION FLUID, PERFORMEDQUICKLEARN AND TEST DROVE, CONDITIONCORRECTED TECHNICIAN DIAGNOSIS TIMETransmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) [redacted] EQUIPPED AUTO TRANS SKID PLATE [redacted] PROPELLER SHAFTOIL COOLER, EXTERNAL AUX COOLER STRAIGHT TIME [redacted] EQUIPPED AUTO TRANS SKID PLATE [redacted] PROPELLER SHAFTOIL COOLER, EXTERNAL AUX COOLER [redacted] REPLACED INTAKE GRID HEATER RELAY PERRECAL [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] Completed multi point vehicleinspection. Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION REPLACE TRANSMISSION AND TRANSMISSION COOLER CUSTOMER STATES

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	[redacted] Expense
[redacted]		Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER [redacted] TO [redacted] IS SHORT AND [redacted] TO [redacted] WHINES OUT THEN CLUNKS INTO GEAR] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) REPLACE TRANSMISSION AND TRANSMISSION COOLER

(RO) Cause:

FLASH RECALL

(RO) Correction:

[redacted] FLASH, INTERNAL FAILURE OFTRANSMISSION VERIFIED CONCERN, NO DTCS.FLASHED [redacted] AND PERFORMED QUICKLEARN FORCONCERN. TEST DROVE, TRANSMISSION SLIPS ON2-3 AND [redacted]. OPENED STAR CASE AND STARADVISED TO REMOVE VALVE BODY AND INSPECT FORCLUTCH DAMAGE. REMOVED VALVE BODY, AIR TESTEDCLUTCHES FOR CORRECT OPERATION. REASSEMBLEDVEHICLE TO REMOVE FROM SHOP. FOUND B1 BRAKECLUTCH SEVERELY DAMAGED. UPDATED STAR CASEAND STAR ADVISED TO REPAIR TRANSMISSION ORREPLACE FOR CUSTOMER SATISFACTION. REPLACEDTRANSMISSION ASSEMBLY AND REPLACEDTRANSMISSION OIL COOLER, REASSEMBLED VEHICLE,FILLED TRANSMISSION FLUID, PERFORMEDQUICKLEARN AND TEST DROVE, CONDITIONCORRECTED TECHNICIAN DIAGNOSIS TIMETransmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) [redacted] EQUIPPED AUTO TRANS SKID PLATE [redacted] PROPELLER SHAFTOIL COOLER, EXTERNAL AUX COOLER STRAIGHT TIME [redacted] EQUIPPED AUTO TRANS SKID PLATE [redacted] PROPELLER SHAFTOIL COOLER, EXTERNAL AUX COOLER [redacted] REPLACED INTAKE GRID HEATER RELAY PERRECAL [redacted] Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] Completed multi point vehicleinspection. Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION REPLACE TRANSMISSION AND TRANSMISSION COOLER CUSTOMER STATES

(RO) Technical Notes:

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]		[redacted]	Failure [redacted]	Failure [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	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern 1 [Customer states vehicle does not shift properly. Check and advise.] Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

.

(RO) Correction:

[redacted] Clutch / InputShaft Assembly - Inspect and ReplaceSub-Assembly(3 - Highly Skilled)2 -Transmission and Transfer Case [redacted] Propeller Shaft Equipped(3 - HighlySkilled)2 - Transmission and Transfer Case [redacted]-69DEF Equipment [redacted] 4x4pick-up only(3 - Highly Skilled)2 -Transmission and Transfer Case [redacted](3 - Highly Skilled)2 - Transmissionand Transfer Case - per [redacted] Rev A.The [redacted] clutch snap ring dislodged, resultingin loss of torque transfer for lower gears 1,2, 3 and [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly(3 - Highly Skilled) [redacted] - [redacted] Replace Relay, IntakeAir Heater Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - 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:

CUSTOMER STATES VEHICLE DOES NOT SHIFT PROPERLY. CHECK AND ADVISE.

(Claim) Cause:

VERIFIED CUSTOMER CONCERN, FOUN[redacted] REV A APPLIES FOR [redacted] SNA P RING DISLODGE

(Claim) Correction:

AS PER THE BULLETIN, TOOK THE TRANSFER CASE AND TRANSMISSION OUT AND PULLED TH E FRONT PUMP OFF AND THE SNAP RING WAS OUT AND THE CLUTCHES WERE LAYING THER E.. ORDERED A NEW INPUT KIT FOR THIS PER THE BULLETIN AND PUT IT BACK TOGETH ER. FILLED AND CHECKED FLUIDS AND TEST DROVE IT FOR A [redacted] TO MAKE SU RE IT WAS ALL GOOD PER TSB [redacted] A. THE K1 CLUTCH SNAP RING DISLODGED , RESULTING IN LOSS OF TORQUE TRANSFER FOR LOWER GEARS 1, 2, 3 AND 4.

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]	**t**	[redacted]00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	6		25.89	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	6		44.76	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BOLT	8		59.68	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GREASE	1		64.08	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68637534AA	CLUTCHKIT	1	X	1319.44	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253940AA	[redacted]	4		51.41	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68019782AA	SEAL RING	1		7.37	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244579AA	[redacted]	1		32.90	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68244638AA	GASKET	1		40.18	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68085955AA	[redacted]	1		8.72	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68456960AA	HUB	1		186.95	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253813AB	RACE	1		36.49	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253770AA	[redacted]	1		39.19	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]B	HUB	1		368.51	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253772AA	[redacted]	1		38.47	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253814AA	RACE	1		43.95	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		46.20	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		32.36	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	9		137.52	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189966AD	FLUID AFT	6		91.68	$87.65
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	NUT	6		48.00	$87.65
A	[redacted]	Transmission ; [redacted] equipped			[redacted]	GASKET	1		56.89	$87.65

		[redacted] 4x4 pick-up only								
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			06506497AA	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			06509166AA	BOLT	8		[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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253940AA	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68244579AA	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]	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]	
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]	[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			[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 ; 4X4 equipped			[redacted]	NUT	6		[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 ; [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	8		[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]	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			[redacted]	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			68253813AB	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] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	NUT	6		[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 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]		8		59.68	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		64.08	[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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		8.72	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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		36.49	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		39.19	[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]	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		32.36	[redacted]
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	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]	NUT	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]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern 1 [Customer states vehicle does not shift properly. Check and advise.] Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

.

(RO) Correction:

[redacted] Clutch / InputShaft Assembly - Inspect and ReplaceSub-Assembly(3 - Highly Skilled)2 -Transmission and Transfer Case [redacted] Propeller Shaft Equipped(3 - HighlySkilled)2 - Transmission and Transfer Case [redacted]-01-69DEF Equipment [redacted] 4x4pick-up only(3 - Highly Skilled)2 -Transmission and Transfer Case [redacted](3 - Highly Skilled)2 - Transmissionand Transfer Case - per [redacted] Rev A.The [redacted] clutch snap ring dislodged, resultingin loss of torque transfer for lower gears 1,2, 3 and 4[redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly(3 - Highly Skilled) [redacted] Replace Relay, IntakeAir Heater Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - 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:

CUSTOMER STATES VEHICLE DOES NOT SHIFT PROPERLY. CHECK AND ADVISE.

(Claim) Cause:

VERIFIED CUSTOMER CONCERN, FOUN[redacted]A APPLIES FOR K1 CLUTCH SNA P RING DISLODGE

(Claim) Correction:

AS PER THE BULLETIN, TOOK THE TRANSFER CASE AND TRANSMISSION OUT AND PULLED TH E FRONT PUMP OFF AND THE SNAP RING WAS OUT AND THE CLUTCHES WERE LAYING THER E.. ORDERED A NEW INPUT KIT FOR THIS PER THE BULLETIN AND PUT IT BACK TOGETH ER. FILLED AND CHECKED FLUIDS AND TEST DROVE IT FOR A [redacted] TO MAKE SU RE IT WAS ALL GOOD PE[redacted]A. THE K1 CLUTCH SNAP RING DISLODGED , RESULTING IN LOSS OF TORQUE TRANSFER FOR LOWER GEARS 1, 2, 3 AND 4.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,660.82	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]		[redacted]	Failure	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]	CLUTCHKIT	1	X	1276.35	[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 ; 4X4 equipped			[redacted]	FLUID AFT	6		359.43	[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]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	6		359.43	$36.21
[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	1276.35	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		25.04	[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]

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS [redacted]) NO FORWARD GEAR TRANSMISSION ISSUE ([redacted] FOR INTERNAL TRANSMISSION SNAP RING BROKE REMOVED TRANSMISSION FOUND SNAP RING BROKE REPLACED CLUTCH KIT FILLED FLUID TEST DROVE ([redacted]) RECALL ZD4 SOFTWARE [redacted]) RECALL [redacted] ORDERED ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NO FORWARD GEAR TRANSMISSION

(Claim) Cause:

[redacted] T.S.B FOR INTERNAL TRANSMISSION SNAP RING BROKE

(Claim) Correction:

REMOVED TRANSMISSION FOUND SNAP RING BROKE REPLACED CLUTCH KIT FILLED WITH FLUID TEST DROVE - RETURNED TO CUSTOMER

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]
Address	, ,		

Condition Information

Condition			Failure	Failure		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]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1352.47	$96.04
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		190.43	$96.04
[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]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		190.43	$192.07
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		26.53	$32.01
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1	X	1352.47	$32.01
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		190.43	$32.01
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	

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

RO Narratives

(RO) Customer Concern:
MISCELLANEOUS REPAIRS

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
C/S NOT SHIFTING

(Claim) Cause:
VERIFIED WILL NOT GO INTO GEAR FOUND TSB FOR CONCERN

(Claim) Correction:
REPLACED SNAP RING AND PARTS PER TSB

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**	$11,073.26	[redacted]	$1,250.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]		Failure	Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		298.82	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		184.03	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID	8		[redacted]	
[redacted]0		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	8153.90	$59.36
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]				
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		298.82	$59.36
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		184.03	$59.36
[redacted]0		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]B	TRANSMISS	1	X	8153.90	$29.68
A	[redacted]2	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		298.82	$29.68
A	[redacted]	Transmission, Replace - automatic ;			[redacted]	[redacted]	1		184.03	$29.68

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID	8		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		298.82	$89.05
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID	8		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] Skilled)			[redacted]	TRANSMISS	1	X	8153.90	$103.89
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] Skilled)			[redacted]	BOLT	6		26.24	$103.89
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] Skilled)			[redacted]	FLUID	8		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	BOLT	6		[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		184.03	$267.14
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	FLUID	8		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID	8		[redacted]	

B	[redacted]	Transfer Case : [redacted] diesel	INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES TRANS QUIT PULLING] PERFORM MULTI-POINT INSPECTION AFTER TRANS REPLACED WAS UNABLE TO PERFORM RELEARN PROCEURE

(RO) Cause:

. .

(RO) Correction:

[redacted] VERIFY CUSTOMER CONCERN, VEHICLEPOWER SEEMS LIMITED/REDUCED. SHIFTS THOUGH[redacted] BUT ONLY MOVING [redacted] WITH RPMSHIGH. PULL BACK INTO SHOP. PLACE VEHICLE INTO[redacted] HI AND LOW, SHIFT BACK INTO [redacted] ACCORDING TO INFORMATION CENTER AND LACK OFFAULT CODES, VEHICLE IS SHIFTING IN AND OUTOF [redacted]. STEER TIRES DO NOT "HOP" IN [redacted] LIKEIT WOULD BEING STUCK IN [redacted]. VEHICLE HAD K1CLUTCH REPLACED RECENTLY. FOUND STORED [redacted] FOR [redacted] (IMPLAUSABLE/INCORRECT AXLERATIO). CODE CLEARED AND DID NOT RETURN. PCMAND [redacted] HAVE UPDATES AVAILABLE, UPDATE [redacted] PCM WITH LATEST CALIBRATION LEVELS. CLEARSET FAULT CODES. PERFORM [redacted] QUICK LEARNPROCESS. VEHICLE IS SLAMMING INTO GEARSDURING RELEARN PROCESS, THIS IS NOT A NORMALCONDITION. QUICKLEARN PROCESS KEEPS GETTINGSTUCK IN LEARN PROCESS AFTER HIGH RPMSEQUENCE. ATTEMPT SEVERAL TIMES TO GETPROCESS TO GO THOROUGH, PROCESS STILLFREEZING. VERIFY TRANSMISSION OIL LEVEL ISFULL HOT, EXTRACT FLUID SAMPLE FROMTRANSMISSION, FOUND METAL FLAKES IN OILSAMPLE. PERFORM [redacted] SHEET-->REPLACETRANSMISSION. REMOVE NECESSARY COMPONENTS TOACCESS AND REMOVE/REPLACE TRANSMISSION. TRANS RELATED [redacted] EQUIPPED SKID PLATE TRANS [redacted] PROPELLER SHAFTTRANS LINES OIL COOLER [redacted] LOANER TRANS RELATED [redacted] EQUIPPED SKID PLATE TRANS [redacted] PROPELLER SHAFTTRANS LINES OIL COOLER SUBLET REPAIRS PERFORM MULTI-POINT INSPECTION TOW PERFORM MULTI-POINT INSPECTION SUBLET REPAIRS [redacted] PERFORM RELEARN PROCESS, VEHICLE ISSTILL SLAMMING INTO GEAR AND WILL NOTCOMPLETE TRANSMISSION RELEARN PROCESS. NOSTORED OR ACTIVE FAULT CODES IN ANY VEHICLEECU. CONTACT STAR, CASE [redacted]. AFTERCONSULTATION WITH AGENT, DIAGNOSIS LEAD TOINSPECTION OF TRANSFER CASE. FOUND OIL LEVELSLIGHTLY LOW, BUT FLUID SMELLS BURNT. STARAGENT STATED THAT IT IS POSSIBLE FOR THETRANSFER CASE TO BE ELECTRONICALLY STUCK IN[redacted] (LOW GEAR REDUCTION) WH

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER TRANSMISSION REPLACEMENT STILL UNABLE TO PERFORM RELEARN PROCEDURE TOWED IN, CS TRANS QUIT PULLING

(Claim) Cause:

PERFORMED RELEARN, VEHICLE STILL SLAMMING INTO GEAR, AND WILL NOT RELEARN. NO VERIFIED CONCERN, FOUND POWER SEEMS LIMITED/REDUCED. SHIFTS THRU [redacted] BUT ONLY MOVING [redacted] W/RPMS HIGH. SHIFTS IN AND OUT OF [redacted], CLEARED CODE. UPDAT STORED OR ACTIVE COES, CONTACTED STAR, CASE [redacted], ADVISED TOINSPECT TR ANSFER CASE. FOUND OIL LEVEL SLIGHTLY LOW, BUT FLUID SMELLS BURNT, STAR TECH ED [redacted] PCM WITH LATEST LEVELS, PERFORMED [redacted] QUICK LEARN PROCESS. VEHICL ADVISED THAT IT IS POSSIBLE FOR TRANSFER CASE TO BE ELECTRONICALLY STUCKIN EISSLAMMINGINTO GEARS DURING RELEARN PROCESS, QUICKLEARN PROCESS KEEPS GETTI NG STUCK INLEARNPROCESS AFTER HIGH RPM SEQUENCE. ATTEMPTED SEVERAL TIMES, VE [redacted] (LOW GEAR REDUCTION), AND WOULD MATCH SYMPTONS, ADVISED TO REPLACE TRANS FER CASE ALSO RIFIED FLUID LEVEL, FOUND METAL FLAKES IN SAMPLE. NEEDS TRANSMISSION

(Claim) Correction:

REPLACED TRANSFER CASE, PERFORMED RELEARN PROCEDURE, REPAIR COMPLETE REPLACED TRANSMISSION

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	10705 ISLAND AVE , ISLAND CITY, OR 97850				

Condition Information

Condition	[redacted]	[redacted]	[redacted] Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	[redacted] Expense
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	CLUTCHKIT	1	X	1027.60	$132.04
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	20.16	$33.01
[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]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped	[redacted]	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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

RO Narratives

(RO) Customer Concern:

23 MULTI-POINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

/S VEHICLE HAS NO FORWARD MOTION. WAS GOING [redacted] AND HEARD A LOUD BANG, VEHICLE STOPPED ALMOST IMMED IATLEY. WILL GO INTO REVERSE

(Claim) Cause:

FOUND [redacted] GEAR RATIO [redacted]. FOUND BULLETIN [redacted] SNAP RING DISLODGED

(Claim) Correction:

REPALCED K1 CLUTCH ASSEMBLY PER BULLETIN

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**	H[redacted]	**Zone**	4[redacted]
Address	4200 PARKWAY PL SW , GRANDVILLE, MI 49418				

Condition Information

Condition Code	[redacted] Desc	Failure Code	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:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction No Recall / Customer Satisfaction Notification 2 [Recall Customer Satisfaction No tification 1 ** [redacted] Ram Heavy Duty Grid Heater Relay] tification 2 ** [redacted] DJ [redacted] DP [redacted] Diesel Exhaust Fluid Free]

(Claim) Cause:

OPEN RECALL

(Claim) Correction:

Inspect and update DCUsoftware [redacted] Replace Relay, Intake Air Heater08-13[redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Front Axle & Suspension, Trouble Not Found ; Front Axle & Suspension	OD							[redacted]

RO Narratives

(RO) Customer Concern:

MULTIPOINT INSPECTION - - - CUSTOMER STATES TRUCK PULLS TO THE RIGHT CHECK AND ADVISE

(RO) Cause:

. E

(RO) Correction:

MULTIPOINT INSPECTION - -- [redacted] TEST DROVE VEHICLE PULL TO EITHERDIRECTION IS RELATED TO CROWN ON ROAD.ALIGNMENT ON TRUCK IS ON DID NOTICED DAMAGEDTO RIGHT FRONT TIRE NPF

(RO) Technical Notes:

DIAG FOR PULL TO RIGHT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK PULLS TO THE RIGHT CHECK AND ADVISE

(Claim) Cause:

TEST DROVE VEHICLE PULL TO EITHER DIRECTION IS RELATED TO CROWN ON ROAD. ALIG NMENT

(Claim) Correction:

ALIGNMENT ON TRUCK IS ON DID NOTICED DAMAGED TO RIGHT FRONT TIRE

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	10743 EAST ARAPOHOE RD , ENGLEWOOD, CO 80111				

Condition Information

Condition		Failure	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	8		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		67.61	$129.10
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		34.71	$129.10
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		42.39	$129.10
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		196.00	$129.10
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		18.40	$129.10
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		9.20	$129.10
[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]	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition [redacted] ; [redacted] equipped			[redacted]	GREASE	1		67.61	$258.19
[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	11.85	$258.19
[redacted]	Transmission, Remove and install for recondition [redacted] ; [redacted] equipped			[redacted]	[redacted]	[redacted]			

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	2		[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 ; Skid plate equipped			[redacted]	BOLT	6		[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]	SNAP RING	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]	
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	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	2		[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 ; [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	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]	SNAP RING	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]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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	8		[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	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	11.85	$946.70

		/ 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]	SEAL RING	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]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	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 Snap Ring	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 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]	FLUID AFT	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]	GASKET	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]	WASHER	1		[redacted]	[redacted]
C	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	
C	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	LUBRICANT	1		53.86	$0.00
B	[redacted]	Module, Transmission [redacted] (TCM) ; Module, Transmission [redacted] (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] [[redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] [redacted] [[redacted] DDDPD2 AISINTRANSMISSION ROUGH SHIFT **] General Concern #1 [CUSTOMER STATESCLANK WHILE DRIVING ON HWY THEN WOULDN'T SHIFT, OR DRIVE OR TURN BACK ON AND START - STALLANTIS CASENUMBE[redacted] -] Customer requested to have Multi Point Inspection performed this visit Declined Wiper Blade /Insert Replacement

(RO) Cause:

OK OK OK PERFORMED MULTI POINT INSPECTION

(RO) Correction:

[redacted] RAPID SERVICE UPDATE. [redacted] PERFORMED [redacted] - INSPECT AND REPLACE K1 INPUT CLUTCHASSEMBLY SNAP RING (4X4, SKID PLATE AND [redacted] DRIVESHAFT EQUIPPED; ALSO UPFITTEDWITH PTO ASSEMBLY.) [redacted] PERFORM FACTORY RECALL [redacted] RAPID SERVICE UPDATE [redacted] 40PERFORMED [redacted] - INSPECT AND REPROGRAMTCM [redacted] PERFORM FACTORY RECALL [redacted] TRANSFER INTERNAL FAILURE OF THE RANGEFORK; OTHER INTERNAL DAMAGE AS A RESULT (FORKWAS SNAPPED [redacted] PIECES AND MELTED, AND RANGEHUB FLOATING IN BETWEEN [redacted] AND NEUTRAL,WITH DAMAGE PRESENT TO THE SYNCHRO TEETH). [redacted] TEST DROVE AND VEHICLE WAS ONLYCREEPING ALONG SLOWLY AS IF T-CASE WAS IN LOWRANGE (DRIVELINE DID NOT BIND ON TURNS). WHENPLACED [redacted], A LOUD RATCHETING NOISEWOULD OCCUR FOR ONLY [redacted]. WENTTHROUGH T-CASE RANGES AND EVEN IN NEUTRAL,THE VEHICLE CREEPED SLOWLY WHEN PLACED I [redacted] GEAR (WOULD GET DRIVELINE BIND-UP IN [redacted]).DUPLICATED RATCHETING NOISE WHEN PLACED [redacted] AND NOISE WAS TRACED TO AROUND THE REAROF THE TRANS WHERE THE [redacted] PAWL RESIDES;NOISE SOUNDED LIKE [redacted] PAWL WAS BOUNCING ONTHE [redacted] GEAR, AND SUSPECTED THE GEAR WASSPINNING WHEN IT SHOULD NOT BE. WHENATTEMPTING TO MOVE VEHICLE WHEN FURTHERTESTING TRANS AND T-CASE, THE VEHICLE THENWOULD NOT MOVE AT ALL AND THE LOUD RATCHETINGWAS CONSTANT WHEN IN [redacted], INDICATING THET-CASE WAS NOW IN A NEUTRAL STATE. DRAINEDFLUID FROM T-CASE AND IMMEDIATELY SMELLEDBURNING [redacted] AND THERE WAS ALSO EXCESSIVEAMOUNTS OF FINE METAL DEBRIS. PEEKED THROUGHDRAIN PLUG HOLE AND COULD SEE HEAVY AMOUNTSOF METAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES CLANK WHILE DRIVING ON HWY THEN WOULDN'T S [redacted] 1 [redacted] DDDPD2 AISIN TRANSMISSION ROUGH SHIFT **] [redacted] [redacted] DDDPD2 AISIN TRANSMISSION G [redacted] S 1-4 INOP **] HIFT, OR DRIVE OR TURN BACK ON AND START - STALLANTIS CASE NUMBE [redacted] 4 -]

(Claim) Cause:

RAPID SERVICE UPDATE RAPID SERVICE UPDATE. TRANSFER INTERNAL FAILURE OF THE RANGE FORK; OTHER INTERNAL DAMAGE AS A RESULT (FORK WAS SNAPPED [redacted] PIECES AND MELTED, AND RANGE HUB FLOATING IN BETWEEN [redacted] AND NEUTRAL, WITH DAMAGE PRESENT TO THE SYNCHRO TEETH).

(Claim) Correction:

PERFORMED [redacted] - INSPECT AND REPROGRAM TCM PERFORME [redacted] - INSPECT AND REPLACE K1 INPUT CLUTCH ASSEMBLY SNAP RING (4X4, SKID PLATE AND [redacted] DRIVESHAFT EQUIPPED; ALSO UPFITTED WITH PTO ASS EMBLY.) TEST DROVE AND VEHICLE WAS ONLY CREEPING ALONG SLOWLY AS IF T-CASE WAS IN LOW RANGE (DRIVELINE DID NOT BIND ON TURNS). WHEN PLACED [redacted], A LOUD RATCH ETING NOISE WOULD OCCUR FOR ONL [redacted] [redacted]. WENT THROUGH T-CASE RANGES AND EVEN IN NEUTRAL, THE VEHICLE CREEPED SLOWLY WHEN PLACE [redacted] GEAR (WOULD GET DRIVELINE BIND-UP IN [redacted]). DUPLICATED RATCHETING NOISE WHEN PLACED I [redacted] [redacted] AND NOISE WAS TRACED TO AROUND THE REAR OF THE TRANS WHERE THE [redacted] PAWL RESIDES; NOISE SOUNDED LIKE [redacted] PAWL WAS BOUNCING ON THE [redacted] GEAR, A ND SUSPECTED THE GEAR WAS SPINNING WHEN IT SHOULD NOT BE. WHEN ATTEMPTING TO MOVE VEHICLE WHEN FURTHER TESTING TRANS AND T-CASE, THE VEHICLE THEN WOULD NOT MOVE AT ALL AND THE LOUD RATCHETING WAS CONSTANT WHEN IN [redacted], INDICATING THE T- CASE WAS NOW IN A NEUTRAL STATE. DRAINED FLUID FROM T-CASE AND IMMEDIA TELY SMELLED BURNING [redacted] AND THERE WAS ALSO EXCESSIVE AMOUNTS OF FINE ME TAL DEBRIS. PEEKED THROUGH DRAIN PLUG HOLE AND COULD SEE HEAVY AMOUNTS OF ME TAL BUILD-UP AND ALSO PIECES OF BLACK [redacted], WHICH WERE SUSPECTED TO BE FR OM THE RANGE FORK. USED BORE SCOPE TO PEEK UP AT THE RANGE FORK AREA AND COU LD SEE THE [redacted] WERE COMPLETELY MISSING AND THERE WAS ALSO DAMAGE PRESENT TO THE RANGE HUB. REPLACED THE T-CASE WITH A WHOLE NEW ASSEMBLY. TOPPED OFF FL UID LEVEL AS NEEDED AND TESTED 4WD SYSTEM TO VERIFY PROPER OPERATION AND DID FURTHER TEST DRIVING TO ENSURE NORMAL OPERATION OF VEHICLE.

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]	[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	56.51	$23.23 [redacted]

RO Narratives

(RO) Customer Concern:

Check engine light [CUSTOMER STATESWHEN COMING DOWN ROUTE 2 THE VEHICLE WOULD NOT GO FORWARD OR INTO ANY FORWARD GEARS - VEHICLE WOULD ONLY GO IN REVERSE - PLEASE CHECK AND ADVISE] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

THE K1 CLUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE FOR LOWER GEARS 1,2,3 AND [redacted] CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE

(RO) Correction:

[redacted] PERFORMED A SYSTEMDIAGNOSTIC CHECK AND FOUND ACTIVE CODEP0731-00 FOR GEAR 1 SHIFT INCORRECT RATIO -VEHICLE WOULD NOT SHIFT INTO DRIVE ONLYREVERSE - FOLLOWED DIAGNOSTIC PROCEDURE THATSTELLANTIS PROVDIED THROUG[redacted]-REMOVED AND DISASSEMBLED TRANSMISSION -REPLACED K1 CLUTCH SNAP RING AND REASSEMBLEDTRANSMISSION - SECURED TRANSMISSION BACK INTOVEHICLE, FILLED ALL FLUIDS TO PROPERSPECIFICATION AND TEST DROVE VEHICLE -VEHICLE IS CURRENTLY OPERATING AS DESIGNED ATTHIS TIME Transmission, Remove and install for recondition -[redacted] Clutch /Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled)[redacted] DEF EQUIP [redacted] EQUIIPED MISC MISC [redacted] INTAKE AIR GRID HEATER RELAY REPLACEDAIR INTAKE HEATER RELAY PER RECALL [redacted]-RECALL IS COMPLETE 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:

CHECK ENGINE LITE IS ON

(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 SNAP RING AND REASSEMBLED TRANSMISSION

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER DODGE RAM TUCSON	**Zone**	[redacted]
Address	4220 E 22ND ST , TUCSON, AZ 85711				

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only	ML	CHECK ENGINE/SERVICE ENGINE SO						[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)								[redacted]

RO Narratives

(RO) Customer Concern:

Engine Concern (Diesel) - [redacted] [CUSTOMER STATES CHECK ENGINE LIGHTIS ON NO DRIVABILITY ISSUES CHECK AND ADVISE] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection

(RO) Cause:

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(RO) Correction:

[redacted] THE FAILED PARTS ARE THE PCM, OUT OFDATE AND THE DPF, SOOTED UP UPDATED PCM ANDPERFORMED DEF REGEN, CLEARED CODE, NO MOREMIL [redacted] [redacted] Module, Engine Control (ECM) - Reprogram Module,Engine Control (ECM) - Reprogram (Aisin Transmission) (0 - Low Skilled) Filter, particulate - Regen Stationary Regeneration w/ Scan Tool, [redacted] [redacted] pick up only (2 - Skilled) [redacted] RECALL SOP Recall / Customer Satisfaction Notification1 INSPECT FOR OPEN VEHICLE RECALLS [redacted] WE HAVE PERFORMED A COMPLIMENTARYMULTI-POINT INSPECTION ON YOUR VEHICLE. THEINSPECTION SHEET WILL BE PROVIDED ANDDISCUSSED WITH YOU BY OUR SERVICE STAFF, ANYDEFICIENCIES IN YOUR VEHICLES APPEARANCE ORHEALTH WILL BE ELABORATED UPON. IN THE EVENTOF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACTUS FOR CLARIFICATION Multi-point inspection PERFORM COMPLEMENTARY VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON NO DRIVABILITY ISSUES CHECK AND A DVISE

(Claim) Cause:

THE FAILED PARTS ARE THE PCM, OUT OF DATE AND THE DPF, SOOTED UP

(Claim) Correction:

UPDATED PCM AND PERFORMED DEF REGEN, CLEARED CODE, NO MORE MIL

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]

Condition Information

Condition	[redacted]		Failure	Failure Desc	[redacted]	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
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]			[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]	
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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted]	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted]	[redacted]	FLUID AFT	5		76.49	[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]	

RO Narratives

(RO) Customer Concern:

Check engine light [CUSTOMER STATESWHEN COMING DOWN ROUTE 2 THE VEHICLE WOULD NOT GO FORWARD OR INTO ANY FORWARD GEARS - VEHICLE WOULD ONLY GO IN REVERSE - PLEASE CHECK AND ADVISE] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

THE [redacted] RING DISLODGED, RESULTING IN LOSS OF TORQUE FOR LOWER GEARS 1,2,3 AND [redacted] CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE

(RO) Correction:

[redacted] PERFORMED A SYSTEMDIAGNOSTIC CHECK AND FOUND ACTIVE CODEP0731-00 FOR GEAR 1 SHIFT INCORRECT RATIO -VEHICLE WOULD NOT SHIFT INTO DRIVE ONLYREVERSE - FOLLOWED DIAGNOSTIC PROCEDURE THATSTELLANTIS PROVDIED THROUG[redacted] -REMOVED AND DISASSEMBLED TRANSMISSION -REPLACE[redacted] RING AND REASSEMBLEDTRANSMISSION - SECURED TRANSMISSION BACK INTOVEHICLE, FILLED ALL FLUIDS TO PROPERSPECIFICATION AND TEST DROVE VEHICLE -VEHICLE IS CURRENTLY OPERATING AS DESIGNED ATTHIS TIME Transmission, Remove and install for recondition -[redacted] Clutch /Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled)[redacted] DEF EQUIP [redacted] 4X4 EQUIIPED MISC [redacted] INTAKE AIR GRID HEATER RELAY REPLACEDAIR INTAKE HEATER RELAY PER RECALL [redacted] -RECALL IS COMPLETE 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:

CHECK ENGINE LITE IS ON

(Claim) Cause:

THE [redacted]P RING DISLODGED, RESULTING IN LOSS OF TORQUE TRANSFER FOR LO WER GEARS 1, 2, 3 AND 4.

(Claim) Correction:

REPLACED [redacted] RING AND REASSEMBLED TRANSMISSION

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM [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] DODGE JEEP RAM	**Zone**	[redacted]
[redacted]	4039 ADAMS CIRCLE , EAGLE PASS, TX 78852				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Rod, valve push [redacted] diesel engine-one			[redacted]	[redacted]	1		73.75	$205.45
A	[redacted]	Rod, valve push ; [redacted] diesel engine-one			[redacted]	ARM	1	X	[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - [redacted] ylinder	[redacted]	BROKEN OR CRACKED	[redacted]	[redacted]	1		73.75	$0.00
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - One cylinder	[redacted]	BROKEN OR CRACKED	[redacted]	ARM	1	X	[redacted]	$0.00
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		73.75	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	ARM	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1356.65	[redacted]
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		125.68	[redacted]
B	21000A91	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	1356.65	[redacted]
B	21000A91	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		125.68	[redacted]

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION FORD CUSTOMER [redacted] EXHAUST SYSTEM CLEAN SERVICE LIGHT ON [redacted] CUSTOME[redacted]S engine misfire please check and advise CUSTOME[redacted]S vehicle wont shift out o[redacted] SERVICE POLICY

(RO) Cause:

. . . .

(RO) Correction:

MULTI POINT INSPECTION FORD CUSTOMER [redacted] EXHAUST SYSTEM CLEAN SERVICE LIGHT ON CUSTOME[redacted] [redacted] no parts at this time [redacted] customer states engine rough idle.hooked up scanner found active code misfirep0305 cyl#5 misfire. remove engine valvecover to inspect rocker arm and push rods forproper installation or injector harness.found cyl #5 rocker arm broken and push rodbent making misfire. remove #5 broken rockerarm and push rod and installed new rocker armand push rod. start engine no more misfiredetected new parts correted problem. [redacted] CUSTOME[redacted]S engine misfire please check and advise CUSTOME[redacted] [redacted] customer states no n[redacted]hooked up scanner found active code [redacted] shift incorrect ratio. ran diag inaccordance to service information Disconnectthe [redacted] harness connector to measureresistance between the Linear Solenoid [redacted]and 7. resistance readings between 5 and [redacted]. check all circuit from connector xy107acheck circuit for a short to groun checkciercuit for an open circuit check circuitfora shorted together check continuity allcircuit tested good. in accordance to serviceinformation replace valve body and valve bodyharness . replace valve body and harness addtrans fluid level ok. program tcm and do atrans quick learn. after replace valve bodysill no [redacted], remove trans anddisassembly trans. to inspect k1 clutchassembly for snap ring dislodge. found k1clutch assembly snap ring and clutches out ofclutch assembly. installed new k1 clutchassembly and gaskets. assembly trans back addtrans fluid performed trans quick learn roadtest veh trans shift all gears properly transfluid level ok. new k1 clutch assemvblycorrected problem. [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOME[redacted] [redacted] MISFIRE PLEASE CHECK AND ADVISE CUSTOME[redacted] VEHICLE WON[redacted] OUT OF [redacted]

(Claim) Cause:

CUSTOME[redacted] [redacted] ROUGH IDLE. HOOKED UP SCANNER FOUND ACTIVE CODE MISFIRE CUSTOMER [redacted] NO NO [redacted]. HOOKED UP SCANNER FOUND ACTIVE COD[redacted]#5 MISFIRE. REMOVE [redacted] VALVE COVER TO INSPECT ROCKER [redacted] AND PU [redacted] INCORRECT RATIO. RAN DIAG IN ACCORDANCE TO SERVICE INFORMATION DI SCONNECT THE [redacted] HARNESS CONNECTOR TO MEASURE RESISTANCE BETWEEN THE LINE SH RODS FOR PROPER INSTALLATION OR INJECTOR HARNESS. FOUND CYL #5 ROCKER [redacted] BROKEN AND PUSH ROD BENT MAKING MISFIRE. REMOVE #5 BROKEN ROCKER [redacted] AND PUSH AR SOLENOID [redacted] AND 7. RESISTANCE READINGS BETWEE[redacted] [redacted]. CHECK ALL CIR ROD AND INSTALLED NEW ROCKER [redacted] AND PUSH ROD. START [redacted] NO MORE MISFIRE CUIT FROM CONNECTO[redacted] CHECK CIRCUIT FOR A SHORT TO GROUN CHECK CIERCUIT DETECTED NEW PARTS CORRETED PROBLEM[redacted] FOR AN OPEN CIRCUIT CHECK CIRCUITFOR A SHORTED TOGETHER CHECK CONTINUITY AL L CIRCUIT TESTED GOOD. IN ACCORDANCE TO SERVICE INFORMATION REPLACE VALVE BODY AND VALVE BODY HARNESS . REPLACE VALVE BODY AND HARNESS ADD TRANS FLUID LEV EL OK. PROGRAM TCM AND DO A TRANS QUICK LEARN. AFTER REPLACE VALVE BODY SILL NO [redacted]. REMOVE TRANS AND DISASSEMBLY TRANS. TO INSPECT K1 CLUTCH ASSEM BLY FOR SNAP RING DISLODGE. FOUND [redacted] CLUTCH ASSEMBLY SNAP RING AND CLUTCHES OUT OF CLUTCH ASSEMBLY. INSTALLED NEW K1 CLUTCH ASSEMBLY AND GASKETS. ASSEMB LY TRANS BACK ADD TRANS FLUID PERFORMED TRANS QUICK LEARN ROAD TEST VEH TRANS [redacted] ALL GEARS PROPERLY TRANS FLUID LEVEL OK. NEW K1 CLUTCH ASSEMVBLY CORRE CTED PROBLEM[redacted] - DOES NOT APPLY [redacted] [redacted] [redacted] [redacted] 1.2

(Claim) Correction:

CUSTOMER [redacted] [redacted] ROUGH IDLE. HOOKED UP SCANNER FOUND ACTIVE CODE MISFIRE [redacted]#5 MISFIRE. REMOVE [redacted] VALVE COVER TO INSPECT ROCKER [redacted] AND PU SH RODS FOR PROPER INSTALLATION OR INJECTOR HARNESS. FOUND CYL #5 ROCKER [redacted] BROKEN AND PUSH ROD BENT MAKING MISFIRE. REMOVE #5 BROKEN ROCKER [redacted] AND PUSH ROD AND INSTALLED NEW ROCKER [redacted] AND PUSH ROD. START [redacted] NO MORE MISFIRE DETECTED NEW PARTS CORRETED PROBLEM[redacted] CUSTOME[redacted] NO NO [redacted]. HOOKED UP SCANNER FOUND ACTIVE CODE [redacted] [redacted] INCORRECT RATIO. RAN DIAG IN ACCORDANCE TO SERVICE INFORMATION DI SCONNECT THE [redacted] HARNESS CONNECTOR TO MEASURE RESISTANCE BETWEEN THE LINE AR SOLENOID [redacted] AND 7. RESISTANCE READINGS BETWEE[redacted]. CHECK ALL CIR CUIT FROM CONNECTOR [redacted] CHECK CIRCUIT FOR A SHORT TO GROUN CHECK CIERCUIT FOR AN OPEN CIRCUIT CHECK CIRCUITFOR A SHORTED TOGETHER CHECK CONTINUITY AL L CIRCUIT TESTED GOOD. IN ACCORDANCE TO SERVICE INFORMATION REPLACE VALVE BODY AND VALVE BODY HARNESS . REPLACE VALVE BODY AND HARNESS ADD TRANS FLUID LEV EL OK. PROGRAM TCM AND DO A TRANS QUICK LEARN. AFTER REPLACE VALVE BODY SILL NO [redacted]. REMOVE TRANS AND DISASSEMBLY TRANS. TO INSPECT K1 CLUTCH ASSEM BLY FOR SNAP RING DISLODGE. FOUND [redacted] CLUTCH ASSEMBLY SNAP RING AND CLUTCHES OUT OF CLUTCH ASSEMBLY. INSTALLED NEW K1 CLUTCH ASSEMBLY AND GASKETS. ASSEMB LY TRANS BACK

ADD TRANS FLUID PERFORMED TRANS QUICK LEARN ROAD TEST VEH TRANS SHIFT ALL GEARS PROPERLY TRANS FLUID LEVEL OK. NEW K1 CLUTCH ASSEMVBLY CORRE CTED PROBLEM [redacted] - DOES NOT APPLY [redacted] [redacted] 4.6 [redacted] 0.2 [redacted] 1.2

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**	[redacted]		[redacted]		[redacted]
Address	15711 GULF FWY , WEBSTER, TX 77598						

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	61.21	$32.51 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

[redacted] RECALL

(Claim) Correction:

REPLACED INTAKE AIR GRID HEATER PER RECALL

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	[redacted] Number	[redacted] Name	Quantity	Failed	[redacted] Expense	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			RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68253770AA BEARING	1		35.97	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68254056AB HUB	1		338.25	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			BEARING	1		35.31	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			RACE	1		40.34	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted] RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			06511777AA [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 ; 4X4 equipped			[redacted] BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			GREASE	1		58.82	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[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]	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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	
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]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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	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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		35.31	
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		40.34	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		29.70	
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]; [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		[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:

Drivability / Engine Performance Concern [CUSTOMER [redacted] IS NOTENGAGING, VEHICLE IS STUCK IN [redacted] AND WILL NOT SHIFT [redacted] Recall1 [Safety Recall [redacted] - IntakeAir Grid Heater Relay **] Multi-point inspection (according to maintenance interval) Transmission slips

(RO) Cause:

. . .

(RO) Correction:

[redacted] see line d on trans Drivability / Engine Performance Concern [CUSTOME[redacted] IS NOT ENGAGING, VEHICLE IS STUCK IN [redacted] AND WILL NOT SHIFT [redacted] DRIVABILITY/ENGINE PERFORMANCE CONCER[redacted] no parts Recall1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] GENERAL CONCERN Multi-point inspection (according to maintenanceinterval) RECALL [redacted] snap ring poped out and burned clutchsoin k2 drum- verify ytrans wont move andslips-witeck codes [redacted] [redacted]-failsclutch-perform tsb [redacted]-remove transandfound cnap ring and clutchs blown out of k1cluth-replace k1 drum/k2hub and varius thrustwashers per tsb-reassemble and refill withfluid-clear and relearn-roadtest to verifyshifts normal at this time Transmission, Remove and install for recondition -[redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] PROPELLER SHAFT SKID PLATE DEF EQUI 4X4 [redacted] PROPELLER SHAFT SKID PLATE DEF EQUI 4X4

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION SLIPS

(Claim) Cause:

SNAP RING POPED OUT AND BURNED CLUTCHS OIN K2 DRUM-

(Claim) Correction:

VERIFY YTRANS WONT MOVE AND SLIPS-WITECK CODES [redacted] [redacted]-FAILS CLUTCH-PERFOR M TSB [redacted]-REMOVE TRANSAND FOUND CNAP RING AND CLUTCHS BLOWN OUT OF K1 CLUTH-REPLACE K1 DRUM/K2HUB AND VARIUS THRUST WASHERS PER TSB-REASSEMBLE AN D REFILL WITH FLUID-CLEAR AND RELEARN-ROADTEST TO VERIFY SHIFTS NORMAL AT THIS TIME

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	[redacted] Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	[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 ; [redacted] propeller shaft equipped			[redacted]	[redacted]	[redacted]		[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]	CLUTCHKIT	1	X	1290.59	[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	[redacted]		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[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]	[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]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	[redacted]			

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. Transmission does not go into gear.

(RO) Cause:

Inspection request Inspection request scan tool test code [redacted] caused by snap ring came out of k1 clutch assy per tsb [redacted] reva

(RO) Correction:

Performed certified multi point vehicle inspection. Submitted inspection form with vehicle status. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. replaced k1 clutch assy per tsb [redacted] reva test drove operation normal no codes. 2 piece driveshaft equipped

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Transmission does not go into gear.

(Claim) Cause:

scan tool test code [redacted] caused by snap ring came out of k1 clutch assy per t sb [redacted] reva

(Claim) Correction:

replaced k1 clutch assy per tsb [redacted] reva test drove operation normal no codes. 2 piece driveshaft equipped

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**	$1,199.25	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	7800 I-40 WEST , AMARILLO, TX 79106		

Condition Information

Condition			Failure	Failure		Part Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	
[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]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$167.33
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
[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]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	[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:
TECH COMPLETED PREAUTH. WANTED HIM TO START WIT[redacted].

(Claim) Cause:
COMPLETE[redacted] FOLLOWING SERVICE LIBRARY PROCEDURE

(Claim) Correction:
REPLACED THE K1 CLUTCH ASSEMBLY AND ISSUE WAS STILL PRESENT

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	MEGA 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**	$97.73	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure [redacted]	Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	T-case remove and install for repair- ; for repair - [redacted] liter diesel			[redacted]	1		34.20	$323.65
A	[redacted]	T-case remove and install for repair- ; for repair - [redacted]			[redacted]		X	18.14	$323.65
A	[redacted]	T-case remove and install for repair- ; for repair - [redacted] liter diesel			[redacted]	[redacted]			$323.65
A	[redacted]	Input Seal-Replace ; ([redacted])			[redacted]	1			
A	[redacted]	Input Seal-Replace ; ([redacted])			[redacted]	[redacted]		.14	[redacted]
A	[redacted]	Input Seal-Replace ; ([redacted])			[redacted]	1			
[redacted]		Reseal transfer case housing ; (2 - Skilled)			[redacted]	1			
[redacted]		Reseal transfer case housing ; (2 - Skilled)			[redacted]	[redacted]			
[redacted]		Reseal transfer case housing ; (2 - Skilled)			[redacted]	1		45.39	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer Statestruck has a transmission leak] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval)

(RO) Cause:

The vehicle's front transfer case [redacted] rear transmissionseal were [redacted] leaking. Recall [redacted]

(RO) Correction:

[redacted] The vehicle's front transfer case [redacted] rear transmission seal were [redacted] leaking. [redacted] Replaced front transfer case [redacted] rear transmission seal were [redacted] leaking.After repairs were made the vehicle was testdrove to ensure proper operation and that thecustomer's concern was fixed. T-case remove and installfor repair- - Remove and Install for repair - [redacted] diesel (2 - Skilled) Input Seal-Replace (2 - Skilled) Reseal transfer case housing (2 - Skilled) Seal, adapter housing oil-Replace [redacted] Recall [redacted] 0 Recall parts had to beordered. Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] [redacted] MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRUCK HAS A TRANSMISSION LEAK

(Claim) Cause:

FOUND TRANSFER CASE AND REAR TRANSMISSIN SEAL WERE BOTH LEAKING

(Claim) Correction:

REPLACED FRONT TRANSFER CASE SEAL AND REAR TRANSMISSION SEAL WERE BOTH LEAKING . AFTER REPAIRS WERE MADE THE VEHICLE WAS TEST DROVE TO ENSURE PROPER OPERAT ION AND THAT THE CUSTOMER'S CONCERN WAS FIXED.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P91 - 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]	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	[redacted]	[redacted]
Address	7800 I-40 WEST , AMARILLO, TX 79106				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]		Transmission ; DEF equipped [redacted] pick-up only	[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]		Transmission ; DEF equipped [redacted] pick-up only	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]		Transmission, Replace - automatic ; [redacted]	CHECK [redacted] SERVICE SO	[redacted]	1		[redacted]	[redacted]
A	[redacted]		Transmission, Replace - automatic ; [redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]		Transmission, Replace - automatic ; [redacted] equipped		[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]6		Transmission, Replace - automatic ; [redacted] equipped		[redacted]	TRANSMISS	1	X	[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]	TRANSMISS	1	X	[redacted]
[redacted]			Digital Imaging ; Process time		[redacted]	1		[redacted]	[redacted]
[redacted]			Digital Imaging ; Process time		[redacted]	TRANSMISS	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] CUSTOMER STATES THAT THE VEHICLE DOES NOT ENGAGE INTO ANY FORWARD GEARS. ENGAGES TO REVERSE, BUT IT IS HARSH. VEHICLE TOWED IN VIA UNKNOWN TOW TRUCK. PARKED ON UCI LINE IN FRONT OF DRIVE [redacted]

(RO) Cause:

RECALL PART NOT AVAILABLE. CONFIRMED CUSTOMER CONCERN. COMPLETED PREATUH. STARTED WITH [redacted] ON LINE C AND ISSUE WAS NOT FIXED. COMPLETED [redacted] PREAUTH AND TRANSMISSION ASSEMBLY WASAPPROVED. TECH

COMPLETD PREAUTH. WANTED HIM TO START WITH [redacted]. ATTACHED TO BACK OF RO.

(RO) Correction:

[redacted] NO ACCURATE ETA. Recall / Customer Satisfaction Notification1 [redacted] TECH CONFIRMED CUSTOMER CONCERN.COMPLETE[redacted] FOLLOWING SERVICELIBRARY PROCEDURE. REPLACED THE K1 CLUTCHASSEMBLY AND ISSUE WAS STILL PRESENT, BUTPREAUTH WANTED TO START HERE FIRST ATTACHEDTO BACK OF RO. COMPLETED ANOTHER PREAUTHATTACHED TO BACK OF RO AND GOT TRANSMISSIONASSEMBLY APPROVED AND COMPLETED REPLACEMENTFOLLOWING SERVICE LIBRARY. COMPLETED REPAIRSAND TEST DROVE THE VEHICLE. VEHICLE ISOPERATING AS DESIGN AT THIS TIME WITH NOISSUES. TECH RECOMMENDS TO BRING VEHICLE BACKIN AFTER [redacted]. NO TOWING OR HOTRODDING. Automatic Transmission Concern AUTOMATIC TRANS. [redacted] COMPLETED [redacted] FOLLOWINGSERVICE LIBRARY PROCEDURE. REPLACED THE K1CLUTCH ASSEMBLY AND ISSUE WAS STILL PRESENT,BUT PREAUTH WANTED TO START HERE FIRST.COMPLETED ANOTHER PREAUTH AND GOTTRANSMISSION ASSEMBLY APPROVED AND COMPLETEDON LINE B. LOP:[redacted] LOP:[redacted]61LOP:[redacted] LOP:[redacted] CAMPAIGNS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE DOES NOT ENGAGE INTO ANY FORWARD GEARS. ENGA GES TO REVERSE, BUT IT IS HARSH

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN. COMPLETED PREATUH. STARTED WITH [redacted] ON LINE C AND ISSUE WAS NOT FIXED. COMPLETED [redacted] AND TRANSMISSION ASSEMB LY WAS APPROVED. TSB DID NOT REPAIR PROBLEMS

(Claim) Correction:

REPLACED TRANSMISSION AFTER [redacted] COMPLETED ON SAME RO.

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]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	70 [redacted]
Address	3517 NE AUTO MALL DR , VANCOUVER, WA 98662				

Condition Information

Condition [redacted]	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]			[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[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	3		229.02	$110.08
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[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]	[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]	FLUID AFT	3		229.02	$220.15
[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]	[redacted]			[redacted]	
[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 ; 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]	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]	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 AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		36.79	$36.69
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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	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]	BOLT	4		[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]	CLUTCHKIT	1	X	[redacted]	

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	3		229.02	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]
B	[redacted]	TCM Quick Learn ; [redacted] Transmissions only								

RO Narratives

(RO) Customer Concern:

C/S THE TRANSMISSION IS GOING OUT, STATES THE VEHICLE HAD TO BE TOWED IN DUE TO SLIPPING ISSUES. INSPECT AND ADVISE Transmission - Repair per [redacted] A Transmission has harsh shift after repair

(RO) Cause:

Verified Trans has been slipping. DTCs [redacted] 1 Shift Incorrect Ratio and [redacted] Incorrect Ratio are [redacted] ACTIVE. Vehicle will move in forward [redacted] A applies. The [redacted] snap ring has dislodged resulting in slipping and loss of engagement in drive. Transmission requires removal anddisassembly for repair. [redacted] Ring Dislodged Road Tested after Repair and Duplicated Poor Shift Quality. Vehicle was not drivable before repair. [redacted] Aapplies.

(RO) Correction:

CUSTOMER STATES Equipped with [redacted], SkidPlate, DEF Equipment, and 4x4 Equipped. Transmission - Repair per [redacted] A RENTAL WARRANTY MISC. SHOP CHARGES Flashed TCM from current part number68541283AA to targeted part number68541283AB. Quicklearned and Road Tested.Trans now shifts properly. [redacted] Transmission has harsh shift after repair

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE TRANSMISSION IS GOING OUT, STATES THE VEHICLE HAD TO BE TOWED IN DUE T TRANSMISSION HAS HARSH [redacted] AFTER REPAIR O SLIPPING ISSUES. INSPECT AND ADVISE

(Claim) Cause:

ROAD TESTED AFTER REPAIR AND DUPLICATED POOR [redacted] QUALITY. VEHICLE WAS NOT DR IVABLE BEFORE REPAIR. VERIFIED TRANS HAS BEEN SLIPPING. [redacted] INCORRECT RATIO AND [redacted] GEAR 4 [redacted] INCORRECT RATIO ARE [redacted] ACTIVE. VEHICLE WILL MOVE IN F ORWARD [redacted] A APPLIES. THE K1 CLUTCH SNAP RING HAS DISL ODGED RESULTING IN SLIPPING AND LOSS OF ENGAGEMENT IN DRIVE. TRANSMISSION RE QUIRES REMOVAL AND DISASSEMBLY FOR REPAIR.

(Claim) Correction:

FLASHED TCM FROM CURRENT PART NUMBE [redacted] TO TARGETED PART [redacted]. QUICKLEARNED AND ROAD TESTED. TRANS NOW [redacted] S PROPERLY. REMOVED TRANSMISSION, DISASSEMBLED AND REPLACED K1 CLUTCH RETAINER ASSEMBLY, R ESEALED AND REINSTALLED TRANS. REFILLED, QUICKLEARNED AND ROAD TESTED. FOUND TRANS TO HAVE POOR [redacted] QUALITY. [redacted] A APPLIES. SEE JOB C. EQUIPPED WITH [redacted] PROPSHAFT, SKID PLATE, DEF EQUIPMENT, AND [redacted] EQUIPPED .

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***	STONERIDGE [redacted] JEEP [redacted] OF	***Zone***	[redacted] LOS ANGELES
Address	6701 AMADOR PLAZA RD , DUBLIN, CA 94568				

Condition Information

Condition	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Axle / Differential, assembly, Rear ; [redacted] only)	41	FOREIGN MATERIAL	[redacted]	[redacted]	1	X	[redacted]	
A	03300165	Axle / Differential, assembly, Rear ; Dual rear wheels equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THERE IS A WHINING NOISE COMING FROM THE REAR END HEARD WHILE ACCELERATING. NOISE HEARD MOSTLY WHEN DRIVING [redacted]. CHECK AND ADVISE. SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT _____LF ____RF ____LR ____RR MULTI-POINT INSPECTION

(RO) Cause:

TIRE PRESSURE MPI COMPLETE - SEE ATTACHED SHEET

(RO) Correction:

[redacted] tech verified customer concern,found whining while driving [redacted] vehicle and ran vehicle in the air.found whining noise coming from rear endclose to pinion. suspect faulty pinionbearings. pulled fluid sample and found metalcontamination and burnt fluid. recommendreplacing complete rear end and differentialassembly then retest for noise. tech removedand replaced rear differential assembly. testdrove vehicle TECH DIAGNOSIS SET AND ADJUST TIRE PRESSURE TO FACTORY SPECSAND DOCUMENT _____LF ____RF ____LR ____RR SET AND ADJUST TIRE PRESSURE TO FACTORY SPECS AND DOCUMENT _____LF ____RF ____LR ____RR MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS A WHINING NOISE COMING FROM THE REAR END HEARD WHILE ACCELERATING. NOISE HEARD MOSTLY WHEN DRIVING [redacted]. CHECK AND ADVISE.

(Claim) Cause:

TECH VERIFIED CUSTOMER CONCERN, FOUND WHINING WHILE DRIVING [redacted]. RAISED VEHICLE AND RAN VEHICLE IN THE AIR. FOUND WHINING NOISE COMING FROM REAR EN D CLOSE TO PINION. SUSPECT FAULTY PINION BEARINGS. PULLED FLUID SAMPLE AND F OUND METAL CONTAMINATION AND BURNT FLUID. RECOMMEND REPLACING COMPLETE REAR EN D AND DIFFERENTIAL ASSEMBLY THEN RETEST FOR NOISE

(Claim) Correction:

TECH REMOVED AND REPLACED REAR DIFFERENTIAL ASSEMBLY. TEST DROVE VEHICLE

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	3517 NE AUTO MALL DR , VANCOUVER, WA 98662		

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	69.58	$36.69[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

PERFORM MUTI-POINT INSPECTION PERFORM MULTI POINT INSPECTION Removed transmission, replacedK1 clutchassembly, assembled and installed. Filledtransmission with [redacted]. Cleared [redacted]s,test drove vehicle, transmission shiftsproperly and [redacted] did not return. CUSTOMER STATES WHILE DRIVING, THE VEHICLE STOPPED MOVING FORWARD. IT WILL DRIVE IN REVERSE. [redacted] TEMPORARILY DISCONNECTED WARNING ON THE DASH. Repair transmission CUSTOMER STATES General Repair Request - Used for CDK Service ACCESSED, REMOVED AND INSTALLED A NEWINTAKE AIR HEATER RELAY AS PER SAFETY RECALL [redacted] INSTRUCTIONS. THE SYSTEM IS NOW OPERATINGAS DESIGNED. 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 WHILE DRIVING, THE VEHICLE STOPPED MOVING FORWARD. IT WILL DRI VE IN REVERSE. [redacted] TEMPORARILY DISCONNECTED WARNING ON THE DASH.

(Claim) Cause:

CONFIRMED CONCERN. TRANSMISSION SLIPPING. [redacted]. [redacted] SNAP RING H AS BECOME DISLODGED. NEED TO REPLACE K1 CLUTCH KIT.

(Claim) Correction:

REMOVED TRANSMISSION, REPLACEDK1 CLUTCH ASSEMBLY, ASSEMBLED AND INSTALLED. FI LLED TRANSMISSION WITH [redacted]. CLEARED [redacted]S, TEST DROVE VEHICLE, TRANSMISS ION SHIFTS PROPERLY AND [redacted] DID NOT RETURN.

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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1626.54	$110.08
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		31.91	$110.08
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			$110.08
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1626.54	$220.15
[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	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	1626.54	$55.04
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	8		150.69	$55.04
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]	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]	[redacted]	[redacted]	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

PERFORM MUTI-POINT INSPECTION PERFORM MULTI POINT INSPECTION Removed transmission, replacedK1 clutchassembly, assembled and installed. Filledtransmission with [redacted]. Cleared [redacted]s,test drove vehicle, transmission shiftsproperly and [redacted] did not return. CUSTOMER STATES WHILE DRIVING, THE VEHICLE STOPPED MOVING FORWARD. IT WILL DRIVE IN REVERSE.[redacted] TEMPORARILY DISCONNECTED WARNING ON THE DASH. Repair transmission CUSTOMER STATES General Repair Request - Used for [redacted] Service ACCESSED, REMOVED AND INSTALLED A NEWINTAKE AIR HEATER RELAY AS PER SAFETY RECALL[redacted] INSTRUCTIONS. THE SYSTEM IS NOW OPERATINGAS DESIGNED. 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 WHILE DRIVING, THE VEHICLE STOPPED MOVING FORWARD. IT WILL DRI VE IN REVERSE. [redacted] TEMPORARILY DISCONNECTED WARNING ON THE DASH.

(Claim) Cause:

CONFIRMED CONCERN. TRANSMISSION SLIPPING. [redacted]. [redacted] SNAP RING H AS BECOME DISLODGED. NEED TO REPLACE K1 CLUTCH KIT.

(Claim) Correction:

REMOVED TRANSMISSION, REPLACEDK1 CLUTCH ASSEMBLY, ASSEMBLED AND INSTALLED. FI LLED TRANSMISSION WITH [redacted]. CLEARED [redacted]S, TEST DROVE VEHICLE, TRANSMISS ION SHIFTS PROPERLY AND [redacted] DID NOT RETURN.

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**	GANLEY DODGE INC	[redacted]	[redacted]
[redacted]	123 BROADWAY AVENUE , BEDFORD, OH 44146				

Condition Information

Condition [redacted]	LOP	[redacted] Desc	Failure [redacted]	Failure Desc	[redacted] Number / Name / Quantity / Paid / Expense	LOP Expense
A	[redacted]	Suspension, Trouble Not Found ; Rear Suspension	OD			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] UNABLE TO DUPLICATE CONCERN INSPECTED [redacted] FRONT AND REAR SUSPENSION COMPONENTS,ENSURED ALL ARE TIGHT, FOUND NOTHING TO BELOOSE OR LEAKING, TEST DROVE VEHICLE, NONOISE HEARD. WITHOUT BEING ABLE TO DUPLICATECONCERN, UNABLE TO DETERMINE CAUSE AT THISTIME. NO FURTHER ACTION TAKEN.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE ROCKING/POPPING NOISE LIKE THERE WAS AN ISSUE WITH THE SHOCK. SEEMS TO BE COMING FROM THE DRIVER REAR.

(Claim) Cause:

UNABLE TO DUPLICATE CONCERN INSPECTED [redacted] FRONT AND REAR SUSPENSION COMPONEN TS, ENSURED ALL ARE TIGHT, FOUND NOTHING TO BE LOOSE OR LEAKING, TEST DROVE VEHICLE, NO NOISE HEARD. WITHOUT BEING ABLE TO DUPLICATE CONCERN, UNABLE TO D ETERMINE CAUSE AT THIS TIME. NO FURTHER ACTION TAKEN

(Claim) Correction:

UNABLE TO DUPLICATE CONCERN INSPECTED [redacted] FRONT AND REAR SUSPENSION COMPONEN TS, ENSURED ALL ARE TIGHT, FOUND NOTHING TO BE LOOSE OR LEAKING, TEST DROVE VEHICLE, NO NOISE HEARD. WITHOUT BEING ABLE TO

DUPLICATE CONCERN, UNABLE TO D ETERMINE CAUSE AT THIS TIME. NO FURTHER ACTION TAKEN

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	[redacted] Expense	[redacted] 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]	
A	21000A60	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	8		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		121.71	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		366.91	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOOT	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]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$31.72
[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]	BOLT	8		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	8		121.71	$31.72
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	[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	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	HUB	1		366.91	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOOT	1		40.72	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

AUTO.LIVE COURTESY VEHICLE INSPECTION CLIENT STATES THAT THE TRUCK HAS NOFORWARDS GEARS WAS TOWED IN CK AND ADVISE

(RO) Cause:

SCANNED AND FOUND [redacted] GEAR RATIO 1 INCORRECT. FOUND [redacted] THAT PERTAINS TO THIS CODE. NEED TO REMOVE THE TRANSMISSION AND INSPECT FOR A DISLODGED SANP RING

(RO) Correction:

AUTO.LIVE COURTESY VEHICLE INSPECTION [redacted], MULTIPLE PIECE DRIVE SHAFT.SCANNED AND FOUND CODE [redacted] GEAR RATIO 1INCORRECT. FOUND [redacted] THAT PERTAINSTO THIS CODE. NEED TO REMOVE THE TRANSMISSIONAND INSPECT FOR A DISLODGED SNAP RING.DRAINED THE TRANSMISSION. REMOVED THE MULTIPIECE REAR DRIVE SHAFT. REMOVED THE FRONTDRIVE SHAFT. REMOVED THE TRANSFER CASE.REMOVED THE DOWN PIPE. REMOVED THE PUMPASSEMBLY FROM THE PTO AND STRAPPED IT TO THESIDE. REMOVED THE TRANSMISSION. REMOVED THETORQUE CONVERTER AND THE BELL HOUSING.REMOVED THE FRONT PUMP. REMOVED THE [redacted]. REMOVED THE K1 CLUTCH AND FOUND THESNAP RING HAS BECOME DISLODGED. INSPECTED FORDAMAGE AND FOUND THE [redacted]UB IS DAMAGED FROMTHE SNAP RING AND CLUTCH ASSEMBLY. THE [redacted]UBNEEDS TO BE REPLACED. INSTALLED NEW [redacted]UB.INSTALLED A NEW K1 CLUTCH/INPUT SHAFTASSEMBLY. INSTALLED THE [redacted]. INSTALLEDNEW SEALS ONTO THE INPUT SHAFT. INSTALLED THEFRONT PUMP ASSEMBLY WITH A NEW GASKET ANDO-RING. INSTALLED THE BELL HOUSING AND THETORQUE CONVERTER. INSTALLED THE TRANSMISSION.BOLTED THE TORQUE CONVERTER WITH NEW BOLTS.INSTALLED THE TRANSFER CASE. INSTALLED THEPTO PUMP ASSEMBLY AND INSTALLED THE DOWN PIPEWITH NEW GASKETS. INSTALLED THE FRONT DRIVESHAFT WITH NEW BOLTS AND A NEW BOOT AT THETRANSFER CASE. INSTALLED THE REAR DRIVE SHAFTWITH NEW BOLTS. FILLED THE TRANSMISSION TOTHE PROPER LEVEL WITH THE PROPER FLUID.PERFORMED A TRANSMISSION QUICK LEARN. CLEAREDTHE CODES AND TEST DROVE THE VEHICLE. SCANNEDAND NO CODES RETURNED. VERIFIED THETRANSMISSION FLUID LEVEL. AL CHECKED GOOD ATTHIS TIME. CLIENT STATES THAT THE TRUCK HAS NO FORWARDS [redacted] WAS TOWED IN CK ANDADVISE TRANSMISSION-T/AXLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CLIENT STATES THAT THE TRUCK HAS NO FORWARDS [redacted] WAS TOWED IN CK AND ADVISE

(Claim) Cause:

CAUSE: SCANNED AND FOUND [redacted] GEAR RATIO 1 INCORRECT. FOUND [redacted] THAT PERTAINS TO THIS CODE. NEED TO REMOVE THE TRANSMISSION AND INSPECT FO R A DISLODGED SANP RING

(Claim) Correction:

[redacted], MULTIPLE PIECE DRIVE SHAFT. SCANNED AND FOUND CODE ,,[redacted] GEAR RATIO 1 INCORRECT. FOUND [redacted] THAT PERTAINS TO THIS ,,,,CODE . NEED TO REMOVE THE TRANSMISSION AND INSPECT FOR A DISLODGED SNAP ,,,,RING. DRAINED THE TRANSMISSION. REMOVED THE MULTI PIECE REAR DRIVE ,,,,SHAFT. REMOV ED THE FRONT DRIVE SHAFT. REMOVED THE TRANSFER CASE. ,,,,REMOVED THE DOWN PIP E. REMOVED THE PUMP ASSEMBLY FROM THE PTO AND ,,,,STRAPPED IT TO THE SIDE. RE MOVED THE TRANSMISSION. REMOVED THE TORQUE ,,,,CONVERTER AND THE BELL HOUSING . REMOVED THE FRONT PUMP. REMOVED THE K2 ,,,,CLUTCH. REMOVED THE K1 CLUTCH AN D FOUND THE SNAP RING HAS BECOME ,,,,DISLODGED. INSPECTED FOR DAMAGE AND FOUN D THE [redacted]UB IS DAMAGED FROM ,,,,THE SNAP RING AND CLUTCH ASSEMBLY. THE [redacted] UB NEEDS TO BE REPLACED. ,,,,INSTALLED NEW [redacted]UB. INSTALLED A NEW K1 CLUTCH/ INPUT SHAFT ASSEMBLY. ,,,,INSTALLED THE [redacted]. INSTALLED NEW SEALS ONTO T HE INPUT SHAFT. ,,,,INSTALLED THE FRONT PUMP ASSEMBLY WITH A NEW GASKET AND O -RING. ,,,,INSTALLED THE BELL HOUSING AND THE TORQUE CONVERTER. INSTALLED THE ,,,,TRANSMISSION. BOLTED THE TORQUE CONVERTER WITH NEW BOLTS. INSTALLED THE ,,,,TRANSFER CASE. INSTALLED THE PTO PUMP ASSEMBLY AND INSTALLED THE DOWN ,, ,,PIPE WITH NEW GASKETS. INSTALLED THE FRONT DRIVE SHAFT WITH NEW BOLTS ,,,,A ND A NEW BOOT AT THE TRANSFER CASE. INSTALLED THE REAR DRIVE SHAFT ,,,,WITH N EW BOLTS. FILLED THE TRANSMISSION TO THE PROPER LEVEL WITH THE ,,,,PROPER FLU ID. PERFORMED A TRANSMISSION QUICK LEARN. CLEARED THE CODES ,,,,AND TEST DROV E THE VEHICLE. SCANNED AND NO CODES RETURNED. VERIFIED THE ,,,,TRANSMISSION F LUID LEVEL. AL CHECKED GOOD AT THIS TIME.
********** **********

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] BIG [redacted]	CREW [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]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	15711 GULF FWY , WEBSTER, TX 77598		

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Maintenance Interval - Schedule B ; To be used [redacted] 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

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**	$1,645.94	[redacted]	$0.00	**Total Paid**	$2,587.73

Dealer Information

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

Condition Information

Condition [redacted]	Failure	Failure	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			SEAL RING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		68244579AA	O-RING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			WASHER	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	6		[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			GREASE	1		63.74	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			FLUID AFT	1		15.20	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped		[redacted]	CLUTCHKIT	1	X	1312.39	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			GASKET	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	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]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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]	WASHER	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	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]	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]	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	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]	WASHER	1		8.67	[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]	BOLT	6		25.75	[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]	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]	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	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]	GASKET	1		39.96	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM DTC INSPECTION RECALL 27 POINT INSPECTION CUSTOMER STATES DIAGNOSIS

(RO) Cause:

[redacted] active when arrived no forward gears.

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RSU [redacted]

(Claim) Cause:

[redacted] ACTIVE WHEN ARRIVED NO FORWARD GEARS, VERIFIED RRT BY VIN

(Claim) Correction:

INSPECT AND REPLACE SUB ASSEMBLY K1 CLUTCH/INPUT SHAFT. [redacted] SH AFT EQUIPPED, SKID PLATE EQUIOPPED [redacted] EQUIPPED. PERFORMED QUICK LEARN AND TEST DROVE VEHICLE. FOUND INTERMITTENT HARSH SHIFT. TSB COVERS HARSH SHIFT S WITH [redacted] SOFTWARE UPDATE. UPDATED [redacted] FROM [redacted] AND PERF ORMED QUICK LEARN. TEST DROVE VHEICLE AGAIN, 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**	[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]	51	CHICAGO
Address	, ,				

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)	CSTP[redacted]1AA	RELAY	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TOWED IN FOR TRANS ISSUE-WILL NOT MOVE-ADVISE [redacted] Ram Heavy Duty Grid Heater Rel CONTACT PERSON IS [redacted] CS TRANS ISSUE WILL NOT MOVE

(RO) Cause:

[redacted] REV A .

(RO) Correction:

[redacted] A found [redacted] Gear 1 Shift Incorrect Ratio. teardown trans found The K1 clutch snap ringdislodged, resulting in loss of torquetransfer for lower gears 1, 2, 3 and 4.replace Input Shaft Assembly - Inspect andReplace Sub-Assembly. verify repair Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] PROPELLER SHAFTEQUIPPED SKID PLATE EQUIPPED [redacted] EQUIPPED K1 CLUTCH/INPUT SHAFT ASSEMBLY-INSPECT AND REPLACE [redacted] PROPELLER SHAFTEQUIPPED SKID PLATE EQUIPPED [redacted] EQUIPPED [redacted] Replace Relay, Intake AirHeater08-13 [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) Safety Recall [redacted] - Intake Air Grid Heater Relay -Replace Multi-Point Vehicle Inspection [redacted] Multi-Point Vehicle Inspection [redacted] REMOVE ALL UPFITTING PARTS ANDREINSTALL Customer States

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] RAM HEAVY DUTY GRID HEATER REL

(Claim) Cause:

RECALL

(Claim) Correction:

REPLACE RELAY, [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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] DODGE INC	[redacted]	[redacted]
Address	23777 SH 249 , [redacted] , TX 77375				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [[redacted] 10W30] Multi-point inspection (according to maintenance interval)

(RO) Cause:

RECALL E

(RO) Correction:

[redacted] RECALL [redacted] REPLACEINTAKE AIR GRID HEATER RELAY Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] DRIVABILITY FACTORY RECALL DRIVABILITY [redacted] OIL CHANGE 40 COMPLETE Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [[redacted] 10W30] DIESEL OIL AND FILTER CHANGE [redacted] INSPECTION 0 COMPLETE Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION

(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 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	23777 SH 249 , TOMBALL, TX 77375		

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:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [[redacted]. 10W30] Multi-point inspection (according to maintenance interval)

(RO) Cause:

RECALL E

(RO) Correction:

[redacted] RECALL [redacted] REPLACEINTAKE AIR GRID HEATER RELAY Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] DRIVABILITY FACTORY RECALL DRIVABILITY [redacted] OIL CHANGE 40 COMPLETE Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [[redacted]. 10W30] DIESEL OIL AND FILTER CHANGE [redacted] MULTIPOINT INSPECTION 0 COMPLETE Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition		Failure	Failure	Number	Part 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]			[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		49.91	[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		107.10	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		[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]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[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] 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]	CLUTCHKIT	1	X	[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	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 Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		20.16	$588.52
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		23.24	$588.52
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		34.86	$588.52
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 / [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]D	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TOWED IN FOR TRANS ISSUE-WILL NOT MOVE-ADVISE [redacted] Ram Heavy Duty Grid Heater Rel CONTACT PERSON IS [redacted] [redacted] CS TRANS ISSUE WILL NOT MOVE

(RO) Cause:

[redacted]A .

(RO) Correction:

[redacted] [redacted] A found [redacted] 1 Shift Incorrect Ratio. teardown trans found The K1 clutch snap ringdislodged, resulting in loss of torquetransfer for lower gears 1, 2, 3 and 4.replace Input Shaft Assembly - Inspect andReplace Sub-Assembly. verify repair Transmission, Remove and install for recondition - [redacted] [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] PROPELLER SHAFTEQUIPPED SKID PLATE EQUIPPED [redacted] EQUIPPED K1 CLUTCH/INPUT SHAFT ASSEMBLY-INSPECT AND REPLACE [redacted] PROPELLER SHAFTEQUIPPED SKID PLATE EQUIPPED [redacted] EQUIPPED [redacted] Replace Relay, Intake AirHeater08-13 [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) Safety Recall [redacted] - Intake Air Grid Heater Relay -Replace Multi-Point Vehicle Inspection MPVI Multi-Point Vehicle Inspection [redacted] REMOVE ALL UPFITTING PARTS ANDREINSTALL Customer States

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TOWED IN FOR TRANS ISSUE-WILL NOT MOVE-ADVISE

(Claim) Cause:

[redacted]A

(Claim) Correction:

FOUND [redacted] GEAR 1 SHIFT INCORRECT RATIO. TEAR DOWN TRANS FOUND THE [redacted] CLUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE TRANSFER FOR LOW ER GEARS 1, 2, 3 AND 4. REPLACE INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SU B-ASSEMBLY. VERIFY REPAIR

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	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]	[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	[redacted] Expense	[redacted] Expense
[redacted]	Sensor, wheel speed-Anti-lock brakes ; rear - right	ML	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	1	X	71.84	[redacted]
[redacted]	Sensor, wheel speed-Anti-lock brakes ; Dual Rear Wheel Equipped equipped			[redacted]	SENSOR	1	X	71.84	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM RECALL [redacted] HEAVY DUTY GRID HEATER RELY. CUSTOMER STATES DRIVER INFORMATION CENTER SAYS STABILITY CONTROL AND ABS SERVICE IS REQUIRED. CHECK AND ADVISE. CUSTOMER STATES DRIVER INFORMATION CENTER SAYS CRUISE CONTROL , [redacted], TRAILER BRAKE NOT AVAILABLE ON DRIVER INFO CENTER. WHEN THIS POPPED UP CUSTOMER WAS PULLING, AFTER TRAILER DISCONNECTED LIGHTS WENT AWAY AND [redacted] LIGHT WAS ON FO[redacted]. [redacted] LIGHT WENT OFF AND STAYED OFF [redacted], THEN WITHOUT A TRAILER, THE MESSAGING PROCESS STARTED OVER AGAIN. MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

PERFORMED MOPAR MULTI POINT VEHICLE INSPECTION INSPECTION. AND SET TIRE PRESSURES TO FACTORY SPECIFICATION

(RO) Correction:

[redacted] SOP RECALL Trim [redacted] (WARR) ABS LIGHT08141808(.4)[redacted](.1) [redacted] MODULESCAN, FOUND CODE [redacted] RIGHT REAR WHEELSPEED SENSOR SIGNAL ERRATIC. ALSO FOUNDMULTIPLE CODES FOR INVALID DATA RECEIVED FROMABS MODULE IN MULTIPLE MODULES WHICH IS WHYTHE [redacted] ABS LIGHT AND CRUISE ALL DOESNOT WORK. RELATED TO SPEED SENSOR CODE. TESTDROVE ON HWY WITH SCAN TOOL AND MONITORED THER/R WHEEL SENSOR AND VERIFIED IT WAS CUTTINGOUT. RACKED AND INSPECTED ALL WIRING ANDCONNECTORS, GOOD. REMOVED AND REPLACED R/RWHEEL SPEED SENSOR. CLEARED ALL DTC'S ANDTEST DROVE AGAIN AND VERIFIED SIGNAL IS NOTCUTTING OUT AFTER REPAIRS. Tune Up / Drivability [redacted] RELATED TO JOB B Tune Up / Drivability [redacted] 20 PERFORMED MULTI POINT INSPECTION MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES DRIVER INFORMATION CENTER SAYS STABILITY CONTROL AND ABS SERVI CE IS REQUIRED. CHECK AND ADVISE.

(Claim) Cause:

(WARR) ABS LIGHT

(Claim) Correction:

PERFORMED MODULE SCAN, FOUND CODE [redacted]- RIGHT REAR WHEEL SPEED SENSOR SIGN AL ERRATIC. ALSO FOUND [redacted] FOR INVALID DATA RECEIVED FROM ABS MOD ULE IN [redacted] WHICH IS WHY THE [redacted] LIGHT ABS LIGHT AND CRUISE ALL DOES NOT WORK. RELATED TO SPEED SENSOR CODE. TEST DROVE ON HWY WITH SCAN TOO L AND MONITORED THE R/R WHEEL SENSOR AND VERIFIED IT WAS CUTTING OUT. RACKED AND INSPECTED ALL WIRING AND CONNECTORS, GOOD. REMOVED AND REPLACED R/R WHE EL SPEED SENSOR. CLEARED ALL DTC'S AND TEST DROVE AGAIN AND VERIFIED SIGNAL IS NOT CUTTING OUT AFTER REPAIRS.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	**Name**	BERTERA METRO JEEP-CHRY-PLYM INC	**Zone** [redacted]
Address	[redacted]		

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	SCREW	[redacted]			
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	SCREW	3		[redacted]	
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	CONNECTOR	[redacted]			$[redacted]
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	INJECTOR	6	[redacted]	[redacted]	
[redacted]		Injector, Fuel ; Cylinder [redacted] liter		CHECK [redacted] SERVICE SO	[redacted]	SCREW	[redacted]		[redacted]	
[redacted]		Injector, Fuel ; Cylinder 1 [redacted] liter		CHECK [redacted] SERVICE SO	[redacted]	SCREW	3		[redacted]	
[redacted]		Injector, Fuel ; Cylinder [redacted] liter		CHECK [redacted] SERVICE SO	[redacted]	CONNECTOR	[redacted]			$[redacted]
[redacted]		Injector, Fuel ; Cylinder 1 [redacted] liter		CHECK [redacted] SERVICE SO	[redacted]	INJECTOR	6	[redacted]	19232.64	[redacted]
[redacted]		Injector, Fuel ; [redacted] liter				SCREW	[redacted]			
[redacted]		Injector, Fuel ; [redacted] liter				SCREW	3		[redacted]	
[redacted]		Injector, Fuel ; Cylinder [redacted]				CONNECTOR	[redacted]			
[redacted]		Injector, Fuel ; Cylinder [redacted] liter				INJECTOR	6	[redacted]	19232.64	$92.42
[redacted]		Injector, Fuel ; Cylinder [redacted] liter				SCREW	[redacted]			
[redacted]		Injector, Fuel ; Cylinder [redacted] liter				SCREW	3		[redacted]	
[redacted]		Injector, Fuel ; Cylinder 3 [redacted]			[redacted]	CONNECTOR	[redacted]			

A	[redacted]	Injector, Fuel ; Cylinder 3 - [redacted]			[redacted]	INJECTOR	[redacted]			
A	[redacted]	Injector, Fuel ; Cylinder 4 - [redacted]			[redacted]	SCREW	9			
A	[redacted]	Injector, Fuel ; Cylinder 4 - [redacted]			[redacted]	SCREW	3			
A	[redacted]	Injector, Fuel ; Cylinder 4 - [redacted]			[redacted]	CONNECTOR	[redacted]			
A	[redacted]	Injector, Fuel ; Cylinder 4 - [redacted]			[redacted]	INJECTOR	[redacted]			$92.42
A	[redacted]	Injector, Fuel ; Cylinder 5 - [redacted]			[redacted]	SCREW	9			
A	[redacted]	Injector, Fuel ; Cylinder 5 - [redacted]			[redacted]	SCREW	3			
A	[redacted]	Injector, Fuel ; Cylinder 5 - [redacted]			[redacted]	CONNECTOR	[redacted]			
A	[redacted]	Injector, Fuel ; Cylinder 5 - [redacted]			[redacted]	INJECTOR	[redacted]			
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	SCREW	9			
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	SCREW	3			
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	CONNECTOR	[redacted]			
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	INJECTOR	[redacted]			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SCREW	9			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SCREW	3			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	CONNECTOR	[redacted]			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	INJECTOR	[redacted]			
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	SCREW	9			
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	SCREW	3			

A	[redacted]	Loaner Car ; Loaner Car			[redacted]	CONNECTOR	[redacted]			[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	INJECTOR	6	X	19232.64	[redacted]
A	[redacted]	[redacted]High			[redacted]	SCREW	9		[redacted]	[redacted]
A	[redacted]	[redacted]High			[redacted]	SCREW	[redacted]			[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CONNECTOR	[redacted]			[redacted]
A	[redacted]	[redacted]High [redacted]			[redacted]	INJECTOR	6	X	19232.64	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOME [redacted] "MIL" LIGHT IS ON. SAME CODE PRESENT. CHECK AND ADVISE CUSTOMER REQUEST: PERFORM VIDEO MULTI POINT INSPECTION ---------- PARTS SUPPLY SHORTAGE FROM MANUFACTURE NOTIFICATION: >> PLEASE BY ADVISED THAT DUE TO THE [redacted] PARTS SHORTAGE WE MAY BE UNABLE TO SUPPLY YOUR VEHICLE WITH OEM PARTS. THE STAFF AT THIS DEALERSHIP WILL DO OUR VERY BEST TO PROVIDE YOU WITH EITHER AN OEM PART, OR THE MOST COMPRABLE AFTERMARKET PART AVAILABLE PART TO US. IF FOR ANY REASON YOU DO NOT WANT ANY AFTERMARKET PARTS INSTALLED ON YOUR VEHICLE PLEASE NOTIFY YOUR SERVICE ADVISOR. INTERNAL LOANER VEHICLE [redacted] PER STAR

(RO) Cause:

tech confirmed c.e.l on dtc present [redacted] active contacted star, star states With the scan tool, erase [redacted]s. With scan tool, verify that the fuel level is [redacted]. If not, add fuel. Start the engine and allow it to run until the coolant temperature is [redacted] drive the vehicle at [redacted] and perform a [redacted] event (decell condition for [redacted], with foot off accelerator pedal). Repeat 10-[redacted]. Did [redacted] [redacted]B reset. tech found condition returns, dtc returns and remains active preforming further diagnostics FUEL RAIL/REGULATOR RETURN FLOW TEST - 0, found If the measured amount is below the specification, the fuel pressure regulator is good and does not require service HIGH PRESSURE PUMP RETURN TEST, HAD [redacted] EVEN,ENGINE RUNNING SPEC Less than [redacted] during idle for [redacted] HIGH PRESSURE PUMP PERFORMANCE TEST HAD [redacted] PASSED If the engine operated as described above during the Fuel Pressure Override Test, and all other fuel system tests have been completed and passed, the fuel system is operating normally. start instructed to replace [redacted] and retest tech replaced [redacted] and injector connector pipes -

(RO) Correction:

-reinstalled all removed items and test drove vehicle multiple miles to ensure c.e.l and dtc do not return tech found

(RO) Technical Notes:

[redacted] SPECIAL PART [redacted] NOT USED, MAKE AN ADJUSTMENT O [redacted] FOR THE OEM DIFFERENCE AND 2) REDUCE RENTAL TO [redacted], AS THAT IS ALL THAT IS SUPPORTED BASED ON [redacted] TO DIAGNOSE, PART ORDER(S) AND [redacted] TO INSTALL, WITH WEEKEND(S), SEE WARRANTY BULLETIN [redacted] AND AS PER THE RENTAL DATES MENTIONED IN THE RENTAL AGREEEMEN TS AND PART ORDER DETAILED PROVIDED.. THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] [redacted], INCLUDE VIN & CONCERN.

GCS Narratives

(Claim) Customer Concern:

CUSTOME [redacted]S "MIL" LIGHT IS ON. SAME CODE PRESENT. CHECK AND ADVISE

(Claim) Cause:

[redacted] PRESEN [redacted] ACTIVE CONTACTED STAR, STAR [redacted] WITH THE SCAN TOOL, E RASE [redacted]S. WITH SCAN TOOL, VERIFY THAT THE FUEL LEVEL IS ABOVE [redacted]. IF NOT, ADD FUEL. START THE ENGINE AND ALLOW IT TO RUN UNTIL THE COOLANT TEMPERATURE IS ABOVE [redacted]F. TEST DRIVE THE VEHICLE AT [redacted] AND PERFORM A [redacted] F UELING EVENT (DECELL CONDITION FOR [redacted], WITH FOOT OFF ACCELERATOR PED AL). REPEAT [redacted], DID [redacted] RESET. TECH FOUND CONDITION RETURNS , [redacted] RETURNS AND REMAINS ACTIVE PREFORMING FURTHER DIAGNOSTICS FUEL RAIL/RE GULATOR RETURN FLOW TEST - 0, FOUND IF THE MEASURED AMOUNT IS BELOW THE SPECI FICATION, THE FUEL PRESSURE REGULATOR IS GOOD AND DOES NOT REQUIRE SERVICE HIGH PRESSURE PUMP RETURN TEST, HAD [redacted] EVEN,ENGINE RUNNING SPEC LESS THAN [redacted] DURING IDLE FOR [redacted] HIGH PRESSURE PUMP PERFORMANCE TEST HAD [redacted] PASSED IF THE ENGINE OPERATED AS DESCRIBED ABOVE DURING THE FUEL PRESSU RE

OVERRIDE TEST, AND ALL OTHER FUEL SYSTEM TESTS HAVE BEEN COMPLETED AND PA SSED, THE FUEL SYSTEM IS OPERATING NORMALLY. START INSTRUCTED TO REPLAC [redacted] AND RETEST TECH REPLACE [redacted] AND INJECTOR CONNECTOR PIPES

(Claim) Correction:

-REINSTALLED ALL REMOVED ITEMS AND TEST DROVE VEHICLE [redacted] TO ENSUR E [redacted] DTC DO NOT RETURN TECH FOUN [redacted] DTC DOES NOT RETURN AFTER REPLACEMENT OF [redacted] INJECTORS SM AUTH AT 4.5 [redacted] OF TESTING AND GOING BACK AND FORTH WITH STAR. EXTENSIVE ROAD TESTS AND TESTING [redacted] R - TAKES [redacted] FOR [redacted] TO DO TEST ACCURATELY. ALONG WITH FUEL RAIL TEST. SM AUTHORIZED [redacted] OF RENTAL DUE TO PARTS DELAY AND STAR REQUESTED TESTI NG

Warranty Claim Report

Vehicle Information

[redacted]	[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	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	6533 UNIVERSITY DR NW , HUNTSVILLE, AL 35806				

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	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

RSU 1 [[redacted] AISIN TRANSMISSION [redacted] INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) General Concern #1 [Customer statesvehicle goes into reverse but not drive. Loud thud when going between p r and d. No power going forward check and goes]

(RO) Cause:

.

(RO) Correction:

[redacted] CUSTOMER REQUESTS PERFORMRRT PER MANUFACTURER SPECIFICATIONS. [redacted] rpl intake heater relay Recall / Customer Satisfaction Notification1 Customer requests complete outstanding recall per manufacturer specifications. Multi-point inspection (according to maintenanceinterval) CUSTOMER STATES PERFORM COMPLIMENTARY [redacted] INSPECTION [redacted] ATTEMPTED TO TEST DRIVEVEHICLE, VERIFIED CUSTOMER CONCERN. VEHICLEWOULD ONLY GO INTO REVERSE. CHECKED CODES,RAN SCANNER. FOUND [redacted]. REPLACED K1CLUTCH ASSEMBLY, REPLACED BOLTS, GREASED,REASSEMBLED VEHICLE. TEST DROVE. VEHICLEOPERATING AS DESIGNED REPLACE CLUTCH KIT General Concern

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE GOES INTO REVERSE BUT NOT DRIVE. LOUD THUD WHEN GOING BETWEEN P R AND D. NO POWER GOING FORWARD CHECK AND GOES]

(Claim) Cause:

ATTEMPTED TO TEST DRIVE VEHICLE, VERIFIED CUSTOMER CONCERN. VEHICLE WOULD ONLY GO INTO REVERSE. CHECKED CODES, RAN SCANNER. FOUN[redacted]

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY, REPLACED BOLTS, GREASED, REASSEMBLED VEHICLE. TES T DROVE. VEHICLE 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**	[redacted]	**Zone**	[redacted]
Address	6533 UNIVERSITY DR NW , HUNTSVILLE, AL 35806				

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1301.53	$125.51
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		[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 pick-up only			[redacted]	FLUID AFT	9		135.65	$125.51
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		45.22	$125.51
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		63.21	$125.51
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			25.53	$251.02
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		135.65	$251.02
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		63.21	$251.02
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	1	X	[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]				
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		135.65	$62.75
A	[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]	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	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	6		25.53	[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]	[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]
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]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] and Replace Sub-Assembly		[redacted]	[redacted]					[redacted]

RO Narratives

(RO) Customer Concern:

RSU 1 [[redacted]AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) General Concern #1

[Customer statesvehicle goes into reverse but not drive. Loud thud when going between p r and d. No power going forward check and goes]

(RO) Cause:

.

(RO) Correction:

RSU 1 CUSTOMER REQUESTS PERFORMRRT PER MANUFACTURER SPECIFICATIONS. [redacted] intake heater relay Recall / Customer Satisfaction Notification1 Customer requests complete outstanding recall per manufacturer specifications. Multi-point inspection (according to maintenanceinterval) CUSTOMER [redacted] PERFORM COMPLIMENTARY [redacted] INSPECTION [redacted] tsb [redacted] ATTEMPTED TO TEST DRIVEVEHICLE, VERIFIED CUSTOMER CONCERN. VEHICLEWOULD ONLY GO INTO REVERSE. CHECKED CODES, [redacted]. FOUND [redacted]. REPLACED K1CLUTCH ASSEMBLY, REPLACED BOLTS, GREASED,REASSEMBLED VEHICLE. TEST DROVE. VEHICLEOPERATING AS DESIGNED REPLACE CLUTCH KIT General Concern

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOME[redacted] VEHICLE GOES INTO REVERSE BUT NOT DRIVE. LOUD THUD WHEN GOING BETWEEN P R AND D. NO POWER GOING FORWARD CHECK AND GOES]

(Claim) Cause:

ATTEMPTED TO TEST DRIVE VEHICLE, VERIFIED CUSTOMER CONCERN. VEHICLE WOULD ONLY GO INTO REVERSE. CHECKED CODES, [redacted]. FOUN[redacted]

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY, REPLACED BOLTS, GREASED, REASSEMBLED VEHICLE. TES T DROVE. VEHICLE OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[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]
[redacted]	30 GUN CLUB RD , SAGLE, ID 83860		

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure 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	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:
TOP OFF DEF FLUID

(RO) Cause:
NA

(RO) Correction:
TOP OFF DEF

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
TOP OFF DEF AS PART OF PDI

(Claim) Cause:
TOP OFF DEF AS PART OF PDI

(Claim) Correction:
TOP OFF DEF AS PART OF PDI

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	[redacted]				

Condition Information

Condition		Failure	Failure	Number	Part Name	Part Quantity	Part Failed	Expense	Expense
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	8		50.11	$73.45
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1	X	[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] RING	1		10.79	$73.45
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] RING	1		6.19	$73.45
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-RING	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		33.73	$73.45
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	D-RING	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	D-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]	BOLT	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		115.45	$146.89
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SNAP RING	1	X	[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			[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			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019768AA	D-RING	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	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1	X	[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]	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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	D-RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	3		38.48	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	9		115.45	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	SNAP	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		10.79	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	SEAL [redacted]	1		6.19	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	D-RING	1		20.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUST STATES BACKED UP TO UNHOOK TRAILER PARKED TRUCK AND RES TARTED AND IT WILL NOT MOVE FORWARD ONLY MOVES IN REVERSE (D RIVEABILITY) Safety Recall [redacted] - Intake Air Grid Heater Relay (CAMPAIGNRE CALL) CUSTOMER REQUEST PERFORM 23 PT INSPECTION

(RO) Cause:

TECHNICIAN FOUND NO FORWARD GEAR, DTC FOR [redacted], REMOVED TRANSMISSION FOUND [redacted] SNAP RING DISLODGE, K1 SEALS TORN FROM THE PINSTON OVER EXTERDING

(RO) Correction:

REPLACED [redacted] ES PISTON D RINGS REPLACED [redacted] SNAP RING AND PUMP SEALS, GASKET FILLED FLUID TO OPERATING LEVEL PART ON BACK ORDER PERFORMED 23 PT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES BACKED UP TO UNHOOK TRAILER PARKED TRUCK AND RES TARTED AND IT WI LL NOT MOVE FORWARD ONLY MOVES IN REVERSE (D RIVEABILITY)

(Claim) Cause:

TECHNICIAN FOUND NO FORWARD GEAR, DTC FOR [redacted], REMOVED TRANSMISSION FOUN D [redacted] SNAP RING DISLODGE, K1 SEALS TORN FROM THE PINSTON OVER EXTERDING

(Claim) Correction:

REPLACE [redacted] ES PISTON D RINGS REPLACED [redacted] SNAP RING AND PUM P SEALS, GASKET FILLED FLUID TO OPERATING LEVEL

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	6350 PERIMETER LOOP RD , DUBLIN, OH 43017		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transfer Case ; [redacted] diesel	[redacted]	INPUT/OUTPUT SHAFT FAILED	6[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]0	Transfer Case ; Skid Plate Equipped			[redacted]	TRANSFER	1	X	5[redacted]	[redacted]
A	[redacted]	Transfer Case ; DEF equipped [redacted] pick-up only			[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]3	Transfer Case ; [redacted] Piece Propeller [redacted]			[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSFER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

RSU 1 General Concern #1 Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S LOUD HIGH PITCHED WHINING NOISE WHILE DRIVING ON HIGHWAY. WHILE EXITING LO ST ALL POWER AND COULD NOT ACCERERATE. HAD TRANSMISSION REPLACED 5K [redacted] O

(Claim) Cause:

DIAG AND FOUN[redacted] OUTPUT SPEED SENSOR/WHEEL SPEED RATIONALITY. GEAR FAIL URE INTERNAL TO THE TRANSFER CASE. GETTING OURPUT SPEED FROM THE TRANS BUT N O OURPUT FROM THE TCASE. HARD FOR IT TO ENGAGE IN [redacted]. WONT GO INTO [redacted] LOW.

(Claim) Correction:

REPLACED THE TRANSFER CASE ASSEMBLY. PART WAS ON BACK ORDER. CYCLED THRU THE T CASE FUNCTIONS VERIFIED REPAIR

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1906 MORELAND BLVD , CHAMPAIGN, IL 61822				

Condition Information

Condition [redacted]	[redacted]		Failure [redacted]	Failure [redacted]	Number [redacted]	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	WIth Bed Step	[redacted]	[redacted]	[redacted]	STEP KIT	1	X	[redacted]	[redacted]
A	[redacted]	State Labor Allowance			[redacted]	STEP KIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Body Systems/Trim Concern (Non-Electrical) [CUSTOMER STATES REAR DRIVER BUMPER STEP [redacted]. CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

F F

(RO) Correction:

[redacted] UPON INSPECTION FOUND REAR BUMPERSTEP [redacted]. REPLACED STEP. WIth Bed Step - Replace (1 - Semi-Skilled) ADD'L LABOR TIME REQUIRED ADD'L LABOR TIME REQUIRED Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION [redacted] PERFORMED RECAL [redacted] 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:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT REAR BUMPER STEP IS [redacted]

(Claim) Cause:

FOUND FAULTY BUMPER STEP NEEDS REPLACED

(Claim) Correction:

REMOVED AND REPLACED [redacted] STEP

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	D28P81 - RAM 3500 LARAMIE 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]	**Total Paid**	[redacted]

Dealer Information

[redacted]		**Name**	[redacted] RAM	**Zone**	[redacted]
Address	1906 MORELAND BLVD , CHAMPAIGN, IL 61822				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Body Systems/Trim Concern (Non-Electrical) [CUSTOMER STATES REAR DRIVER BUMPER STEP LOOSE. CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

F F

(RO) Correction:

[redacted] UPON INSPECTION FOUND REAR BUMPERSTEP LOOSE. REPLACED STEP. WIth Bed Step - Replace (1 - Semi-Skilled) ADD'L LABOR TIME REQUIRED ADD'L LABOR TIME REQUIRED Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION [redacted] PERFORMED RECAL[redacted] 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:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT REAR BUMPER STEP IS LOOSE

(Claim) Cause:

FOUND FAULTY BUMPER STEP NEEDS REPLACED

(Claim) Correction:
REMOVED AND REPLACED BUMPER STEP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [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]	[redacted]	**Name**		**Zone**	71
Address	, ,				

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure	[redacted] Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Injector, Fuel ; primary labor operation			[redacted]	RAIL	1		1385.00	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			[redacted]	CONNECTOR	6		720.00	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			[redacted]	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			[redacted]	[redacted]	1		286.00	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			68391351AA	HOUSING	1		516.00	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			[redacted]B	TANK	1		908.00	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			68479997AA	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			[redacted]AA	TUBE	1		131.00	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			[redacted]AA	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			68480003AA	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; 6.7 liter primary labor operation			68568034AA	INJECTOR	6		9600.00	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			[redacted]	[redacted]KIT	1	X	2080.00	[redacted]
A	[redacted]	Injector, Fuel ; 6.7 liter primary labor operation			68358393AA	FILTER	1		99.35	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			[redacted]	GASKET	1		6.15	[redacted]
A	[redacted]	Injector, Fuel ; primary labor operation			[redacted]BA	OIL	3		96.90	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			[redacted]	RAIL	1		1385.00	$106.54
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			[redacted]	CONNECTOR	[redacted]			
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			[redacted]	TUBE	1		181.00	$106.54
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			[redacted]	[redacted]	1		286.00	$106.54
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			68391351AA	HOUSING	1		516.00	$106.54
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			[redacted]B	TANK	1		908.00	$106.54
A	[redacted]	Injector, Fuel ; [redacted] -			68479997AA	TUBE	1		181.00	$106.54

A	[redacted]	[redacted] ; Cylinder 1 -			68479998AA	TUBE	1		131.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			68479999AA	TUBE	1		181.00	[redacted]
A	[redacted]	[redacted] Fuel ; Cylinder 1 -			68480003AA	TUBE	1		181.00	[redacted]
A	[redacted]	[redacted] Fuel ; Cylinder 1			[redacted]	INJECTOR	6		9600.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			[redacted]	[redacted] KIT	1	X	2080.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			[redacted] AA	FILTER	1		[redacted]	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			68005465AA	GASKET	1		6.15	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter			[redacted] A	OIL	3		[redacted]	
A	[redacted] 2	Injector, Fuel ; Cylinder 2 - 6.7 liter			[redacted]	RAIL	1		1385.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			[redacted]	CONNECTOR	6		720.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			05145571AA	[redacted]	1		286.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			[redacted]	HOUSING	1		516.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			[redacted]	TANK	1		908.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			68479997AA	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			68479998AA	TUBE	1		131.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			68479999AA	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			68480003AA	TUBE	1		[redacted]	
A	[redacted]	[redacted] Cylinder 2 -			[redacted]	INJECTOR	6		9600.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			[redacted]	[redacted] KIT	1	X	2080.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			[redacted] A	FILTER	1		[redacted]	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			68005465AA	GASKET	1		6.15	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter			[redacted] A	OIL	3		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			[redacted]	RAIL	1		1385.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			[redacted]	CONNECTOR	6		720.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			05145571AA	[redacted]	1		286.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			[redacted]	HOUSING	1		516.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			[redacted]	TANK	1		908.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			68479997AA	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			68479998AA	TUBE	1		131.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			68479999AA	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			68480003AA	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter			[redacted]	INJECTOR	6		9600.00	[redacted]
A	143020D3	Injector, [redacted] ; Cylinder 3 -			[redacted]	[redacted] KIT	1	X	2080.00	[redacted]